

# Islam Essam Eldin

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## OPERATIONS AND SOCIAL MEDIA SPECIALIST

I've experience in operations with communication companies and earned experience handling many cases with many types of customers with solid solutions - also have experience in the sales field with the most types, which is very important for the business market " E-commerce and the Real-estate with exactly sales skills to handle many payment plans and how to customize a customer need and then have a certificate in social media specialist " growth strategist " make a business plan to growth it with the most highest rank

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## The Education

graduated from Ain Shams University Faculty of Arts European Civilization  
department oct 2020

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## PROFESSIONAL EXPERIENCE

- **Vodafone Egypt** sept 2019- sept2020
- **Operations advisor**

receive calls from customers to resolve their internet issues with cool handle way and get high service

with a good knowledge about the communications process in Egypt

- **Amazon brokerage** oct 2020 : Sept 2021
- **sales advisor**

Selling residential and commercial units in new capital with knowledge of selling points (company history -locations - payment plans - contracts )

- **step one brokerage** Nov 2021: jun 2022
- **sales advisor**

Selling residential and commercial units in new capital with knowledge selling points ( companies history - locations - payment plans - contracts )

- **el waseet egypt** July 2022 : Nov 2023
- **sales advisor**

offer an app to provide services in Kuwait

- **Dubizzle egypt** dec 2023 - present
- **sales advisor and social media specialist**

sales advisor in the real-estate department selling and managing clients' accounts plus managing the business plan to get the best results to grow the business

# CERETFICTIONS

got a social media specialist From IMFND

i studied how to make a business plan to grow it with social media platforms including strategy, content and ads plan “ sponsor

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## languages

- ◆ English
- ◆ Italian
- ◆ Arabic

## skills

- ◆ Time management
- ◆ Team work player
- ◆ computer and social skills