

Nour Mamdouh Khalifa

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My current experiences in both customer services and marketing align well with the qualifications you are seeking and I would like to utilize my hard work in implementing new practices and procedures in either fields according to my vocational position. I would like to utilize my self-motivated approach in dealing with critical situations and I am certain I would make a valuable addition to your company.

Personal & Contact Information

Surname : Khalifa

Name : Nour

Gender : Female

Date of Birth (dd-mm-yy) : 30/01/1998

Country and City of Birth : Damascus , Syria

Nationality: Syrian

Marital Status : Single

Current Address : Syria , Damascus , East AlTijara , Ibn Ammar Street
Governorate Building no.32

Driving License Type : B

Education:

Degree: Faculty of Economics – Banking & Insurance
Damascus University (2016 – 2020)

Vocational History:

(5th Apr 2021- 15th Apr 2021) Intern at Al Baraka Bank Syria

Summary of Duties and Responsibilities:

- ✓ Collect, understand, process, verify and report accounting-related information to vertical head.
- ✓ Be given professional analytical and management support work assignments.
- ✓ Utilize spreadsheets, databases and other computer applications in preparation of reports.
- ✓ Enter information into the financial database of the bank.

(2017-until now) Electronic Sales Representative at Khalefa Shoes™

Summary of Duties and Responsibilities:

- ✓ Perform online sales activities to achieve company sales objectives
- ✓ Identify and contact potential customers for business opportunities.
- ✓ Schedule daily customer appointments and make product presentations.
- ✓ Update customer database with contact details and interest information from prospective customers.
- ✓ Perform daily tasks based on assigned work plan.
- ✓ Maintain profitable and productive relationships with customers.
- ✓ Maintain up-to-date knowledge about product information and promotions.

- ✓ Attend sales training and educational programs for professional development.
- ✓ Communicate with customers through phone, e-mails, chats and personal visits.
- ✓ Respond to customer queries promptly and professionally.
- ✓ Work independently or in a team to achieve monthly sales quota.
- ✓ Provide excellent services and ensure customer satisfaction.
- ✓ Make inbound and outbound calls to sell company products.
- ✓ Develop sales strategies and determine sales forecast and projections.
- ✓ Stay abreast with online marketing trends and competitors.

Courses, Certifications and Awards:

Date	Name of Course	Course Provider
17 th Apr 2021	Excel from Beginner to Advanced	OUSOS Centre
19 th Jan 2021	Search Engine Optimization	EDRAAK
25 th Dec 2020	Banking	Al-Srouji Group

Skills and Qualifications:

Languages:

Arabic	Mother Tongue
English	Intermediate
French	Beginner

Computer Skills:

Internet	Excellent	Microsoft Excel	Excellent
Typing	Excellent	Microsoft Access	Excellent
Microsoft Word	Excellent	Microsoft Outlook	Excellent
Microsoft PowerPoint	Excellent	AlAmeen Accounting System	Excellent

Further Skills:

- Ability to work under massive amounts of pressure and meet deadlines.
- Ability to work in a multi-cultural environment.
- Adapting to new situations and accommodating change.
- Predicting risks and evaluating alternatives.

References: Available upon request.