Khalid Muhammed Ahmed Abdallah

Phone: +971544404552 | +201157048457 | **Email**: khaliddarwish36@outlook.com

Current location: Sharjah, United Arab Emirates
Home country location: Al-Ahram Gardens, Giza, Egypt

Profile

A results-driven professional with over Three years of expertise in Telecommunication industry, banking, direct sales and digital marketing within the UAE market and Egypt market. Seeking an opportunity to further enhance skills and contribute to the dynamic landscape of the market. Proven track record in stores managements, sales, digital marketing, customer service, and business operations, with a commitment to excellence and industry-recognized achievements.

Experiences:

Key accounts manager “consumers”

E& UAE | *October 2025 – present.*
Responsibilities:

- Manage and maintain strong relationship with customers, ensuring high level of customer satisfaction and long-term loyalty.
- Prepare daily reports covering customer inquiries, requests and transactions
- Promote and upsell Etisalat products and services based on customer needs.
- Handle and resolve customer issues, complaints efficiently while coordinating with internal teams when needed
- Monitor account performance, analyze customer behavior, and provide feedback to improve service quality and customer experience.

Islamic finance executive

Abu Dhabi Islamic Bank UAE | *September 2024 – September 2025.*
Responsibilities:

- Prepare and review Standard Credit Application and ensure all information provided are accurate and ensure authenticity of the critical documents (Bank Statement, Passport copy, Salary certificate etc...) prior sending to DSPU for processing.
- Achieving the wise target of covered cards number and limit.
- Follow the approval process and escalate the delay to RSS, if any.
- Execute Murabaha contact with the customer representing ADIB, and prepare the file as per the check list, forward the files for disbursement through the coordinators within 24 hours of completing signing formalities with customer.

Retail Sales Executive
E& "franchise retail "- UAE | March 2023 – Aug 2024

- Greeted customers, identified their needs, and recommended suitable electronic products and accessories.
- Delivered product demonstrations and explained technical features in simple, customer-friendly language.
- Consistently achieved and exceeded monthly sales targets and store KPIs.
- Maintained up-to-date knowledge of the latest electronic devices, trends, and promotions.
- Handled customer queries, complaints, and after-sales support to ensure customer satisfaction.

Achievements:

- Exceeded sales targets by over 120% from my first month.
- Recognized as top achiever in the store for July 2023, September 2023, October 2023, December 2023, and January 2024.
- Awarded as top sales executive (CSR) across all stores in the UAE for Q3 and Q4 of 2023.

Education:

6th of October University – Cairo, Egypt (Aug 2016 - July 2020)
Bachelor of Economics and Management with a GPA of 3.42

Technical Skills:

- Sales expertise (online and offline)
- CRM system
- Digital marketing
- Microsoft Office suite

Language Skills:

- Upper-intermediate in written and spoken English
- Native Arabic speaker with fluency in both written and verbal communication

Interpersonal Skills:

- Effective in handling angry customers
- Walk-in management