

Mohammed Abdelaziz

CONTACT

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WORK EXPERIENCE

- Team Leader, Sedny Medical Centre , UAE , 2025–Now.
- Call Centre , Sedny Medical Centre, UAE , 2024–2025.
- Sales and Purchasing Manager , Star Stores Pharmaceutical Trading Company , Egypt, 2021–2024.
- Purchasing Manager , United Stores Pharmaceutical Trading Company , Egypt, 2019–2021 .
- Purchasing Manager , Desouq Pharmaceuticals Company for Pharmaceutical Trade , Egypt, 2018–2019.
- Purchasing Manager , Medical City Pharmaceutical Trading Company Egypt, 2017–2018.
- Purchasing Manager , Menoufia Pharmaceutical Trade Company , Egypt, 2014–2017.
- Purchasing Officer , Menoufia Pharmaceutical Trade Company , Egypt, 2013–2014.
- Sales Manager , Menoufia Pharmaceutical Trade Company , Egypt, 2012–2013.
- Sales Representative , Menoufia Pharmaceutical Trade Company , Egypt, 2011–2012.

JOB DUTIES

- Leading and supervising call center operations to enhance customer service efficiency.
- Training and mentoring team members to ensure compliance with company standards.
- Implementing performance improvement strategies to boost overall service quality.
- Handling inbound and outbound calls to assist customers with medical inquiries.
- Coordinating appointment scheduling and resolving customer concerns promptly.
- Maintaining accurate records of patient interactions in the system.
- Negotiating contracts with suppliers to ensure optimal pricing and product availability.
- Overseeing procurement activities and inventory management for pharmaceutical products.
- Driving sales strategies to enhance market penetration and revenue growth.
- Managing supplier relationships to maintain a seamless supply chain.
- Conducting market analysis to identify cost-effective procurement solutions.
- Ensuring compliance with regulatory and quality standards for pharmaceutical products.
- to secure high-quality pharmaceutical products.
- Optimizing purchasing strategies to minimize costs while maintaining efficiency.
- Coordinating with suppliers to ensure timely delivery and stock replenishment.
- Developing vendor partnerships to enhance procurement effectiveness.
- Monitoring inventory levels and forecasting supply needs.
- Negotiating supplier agreements for cost-effective purchasing solutions.
- Managing the acquisition of pharmaceutical products and maintaining inventory accuracy.
- Evaluating supplier performance and ensuring contract compliance.
- Implementing purchasing strategies aligned with company objectives.
- Assisting in procurement operations and supplier coordination.
- Processing purchase orders and tracking shipments.
- Supporting cost-control measures in purchasing decisions.
- Leading sales teams to achieve revenue targets.
- Developing business strategies to expand the customer base.
- Managing relationships with clients to foster long-term partnerships.
- Promoting pharmaceutical products to healthcare professionals.
- Building customer relationships to drive sales growth.
- Achieving monthly and annual sales targets through effective marketing strategies.

Language

- Arabic.
 - English.
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Education

Menoufia University, 2009 .
Bachelor of Arts in Oriental Languages.

Skills

- Leadership & Team Management
 - Experienced in leading teams and optimizing performance.
 - Call Center Operations
 - Skilled in handling inbound/outbound calls, customer service, and scheduling.
 - Sales & Negotiation
 - Strong ability to drive sales, build client relationships, and negotiate contracts.
 - Purchasing & Procurement
 - Expertise in supplier management, inventory control, and cost optimization.
 - Market Analysis & Strategy
 - Conducting research to develop pricing, purchasing, and sales strategies.
 - Regulatory Compliance
 - Ensuring adherence to pharmaceutical trade regulations and quality standards.
 - Customer Relationship Management (CRM)
 - Managing databases, tracking interactions, and improving service.
 - Business Development
 - Identifying opportunities for expansion and revenue growth.
 - Microsoft Office Suite
 - Proficient in Excel, Word, and PowerPoint for documentation and reporting.
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Personal Data

- Valid Residence.