

Mostafa Mohamed Lotfy

Senior Sales Representative & Customer Service

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| 📍 Dubai – Al Nahda

| 📅 Date of birth / 16/12/1996

| 🇪🇬 Nationality / Egyptian

| 🏠 Martial State / Single

Professional Summary

Dynamic and results-driven Sales & Customer Service Professional with over 4 years of experience in sales, client relations, and branch operations. Proven record of exceeding sales targets, building long-term customer relationships, and improving service quality in fast-paced environments. Skilled in communication, negotiation, and delivering solutions that enhance client satisfaction and business growth.

Work Experience

Customer service Representative

Vodafone | Jan 2024 – Sep 2025

- Consistently achieved and exceeded monthly sales targets through proactive promotion of Vodafone products and services.
- Delivered exceptional customer service, efficiently processed transactions, and resolved client inquiries with professionalism.
- Built and maintained long-term customer relationships, resulting in repeat business and increased client retention.

Sales Representative

Fawry Plus | Jun 2021 – Dec 2023

- Assisted customers with financial services, digital payment solutions, and banking inquiries.
 - Ensure compliance with anti-money laundering (AML) laws, regulations, and internal policies.
 - Processed transactions using POS systems (cash, card, and digital payments).
 - Handled returns, exchanges, and client complaints with patience and professionalism.
 - Maintained accurate stock levels, restocked shelves, and ensured the branch met presentation standards.
 - Collaborated with team members to consistently achieve and surpass sales KPIs.
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Education

Bachelor of Commerce
South Valley University – Egypt
Grade: Good (3.5 on GPA)

Certifications

- **Microsoft Office full package Training Achieving 2020 – Coursera (Qena Center)**
- **AI Course Applications 2025 – Coursera (Qena Center)**

Technical Skills

- **Customer Invoicing & Reconciliation**
- **Online Revenue Monitoring**
- **Sales Operations & Branch Management**

Soft Skills

- **Excellent Communication & Interpersonal Skills**
- **Leadership & Team Supervision**
- **Problem Solving & Decision Making**
- **Time Management & Multitasking**
- **Ability to Work Under Pressure**

Achievements

- **Ranked #1 in Upper Egypt Region at Fawry Plus for sales performance in Q4.**

Languages

- **Arabic: Native**
- **English: Fluent**