

GHADA HAMED

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Cairo, Egypt

EXPERIENCE

Sr Business Development Executive

Minds Outsourcing

7/2025-till now

Relationship Manager

OUTSOURCY Integrated HR

11/2024-6/2025

Sales Account Manager

OUTSOURCY Integrated HR

10/2023 -3/2024

OUTSOURCY is one of the leading Integrated Human Resources Outsourcing Solutions (HRO) / Business Process Outsourcing (BPO) / Administration Process Outsourcing (APO) Recruitment, Staffing, Hiring and HR Consultancy

- Manage a portfolio of accounts to achieve long-term success
- Develop positive relationships with clients
- Act as the point of contact and handle customers' individual needs
- Generate new business using existing and potential customer

Sales Supervisor

libano-suisse life insurance

08/2018 - 03/2023

Libano-Suisse Insurance provides private and corporate customers with a comprehensive range of products and services that cover general, life and health insurance.

- Supervised a team of 5 and on sales driven task
- Manage portfolio of about 300 affluent clients & advise on solutions such as funds, insurance, bonds & structured products
- Increased the sales by 37% and turned low performing products into profits for the company

Customer Service Specialist

Unionaire Group

01/2016 - 07/2018

Unionaire is the Mother company of several growing and diversified companies in the field of home appliances manufacturing and distribution

- Provided excellent customer service, generating over 500 products sold
- Managed and accounted for 1500+ transactions and customer service
- Improved customer service satisfaction by 50% through management inventory control and training

Customer Service Officer

Allied Trading & Industry

06/2013 - 07/2015

A marketplace where you can easily find a myriad of electrical products and accessories

- Conducted excellent customer service through effective communication and preciseness to over 100 customers per shift
- Prepared and participate in various meetings and ensure that minutes and/or notes for review and endorsement
- Keeping records of customer interactions, transactions, comments, and complaints.

Accountant

BAV-Trade

02/2012 - 04/2013

- Effectively managed the company's cash management, by actively following up on outstanding debts by clients
- Summarize current financial situation by analyzing correctly current liabilities, preparing a profit and loss statement and indicating corrective actions that need to be taken.
- Improved the company's accounting reporting system

EDUCATION

Bachelor of commerce

Faculty of Commerce - Cairo University

2008 - 2012

SKILLS

Decision-making Sales Planning Adaptability

Build Relationships Collaboration

Time management Problem-solving

LANGUAGES

Arabic

Native



English

Advanced



German

Beginner



TRAINING / COURSES

International Computer Driving
Licence (ICDL)

YAT

Customer service - Training
Programme

SAIB Bank

Industry & Service Expertise

HR Outsourcing (HRO)
Recruitment & Staffing
Employer of Record (EOR)
Offshore Teams
Business Process Outsourcing (BPO)
Payroll & Personnel Outsourcing & Management
HR Consultancy
Training & Development
ERP Systems & Software Projects
Digital Transformation Solutions
Account Management & Business Development