

ALA ABDELMUHCEN

Philadelphia, PA · (215) 200-6248 · alamuhsen96@gmail.com

Summary

- An organized and detail-oriented professional with 5+ years of Sales and Customer Service experience
- Proficient in Microsoft Office, Excel, PowerPoint, Word, and Salesforce
- A proven volume closer, problem solver, and active listener who provides quality customer service
- Bilingual in English and Arabic

Professional Experience

InstaHub

Digital Marketing Intern

Philadelphia, PA

03/2021-Present

- Create, Manage, Curate, Posted social media campaigns
- Grew IG following by over 5x
- Increased content interactions by 895%
- Generated a 445% growth in content impressions
- Raised profile visits by 657%

ADP

Associate District Manager

Fort Washington, PA

09/2020-03/2021

- Generate sales leads using different Centers of Influence such as banks, Certified Public Accountants, and Clients
- Provide small businesses with payroll, workers compensation, health and benefits, retirement, and HR Solutions
- Work, prospect and manage the territory of Reading, PA to generate leads and close sales
- Listen to and resolve any client issues

Natural Stone

Outside Sales Representative

Philadelphia, PA

09/2019-10/20

- Maintain and grow sales for Natural Stone customer base while consistently pursuing new customers
- Answer customers' questions or concerns about products, prices, and services
- Demonstrate and utilize marketing strategies and tactics to increase sales and customer flow
- Effectively support and communicate with location management and staff

Expeditors

Air and Ocean Import intern

Philadelphia, PA

05/2019-07/2019

- Accurately and efficiently entered data into the operating system to ensure organized and timely record keeping
- Ensured timely delivery of freight to customers for import shipments; ability to excel in a fast-paced environment
- Communicated with customers to arrange their international shipments to meet quality service standards
- Understand and followed department process flows while constantly trying to improve efficiency of processes

Richard Allen, Inc.

Outside Marketing Intern

Philadelphia, PA

07/2019-09/2019

- Conducted B2B marketing and sales for Fortune 500 clients
- Collaborated with team members and other departments to develop systems and company growth
- Utilized Consumer Relationship Management approaches self-generate leads
- Conducted sales presentations to interested prospects

Education

Arcadia University, B.S in Business Administration- Management Concentration

Dean's List Graduate

Glenside, PA

Central High School, High School Diploma

Philadelphia, PA