

Amr Abdelgawad

Sales, Acquisitions and Operations Professional · Remote US Markets

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PROFESSIONAL SUMMARY

Sales, acquisitions, and operations professional with 6 years of experience supporting US-based companies across real estate, property operations, solar, roofing, and B2B sales. Worked as an independent contractor for three years, delivering results for multiple US-based clients through concurrent contract engagements. Ranked 1st out of 10 agents at TTO Real Estate with 52 leads in December 2025. Rated 5.0 on Upwork across all completed contracts. Manages sales pipelines from initial outreach through agreement preparation.

WORK EXPERIENCE

Asset Operations Specialist

TerraCore / Bella Terra Partners · Remote · 2026

- Oversaw day-to-day operations across multiple real estate assets, coordinating with on-site property managers to maintain occupancy and performance targets.
- Led delinquency follow-up efforts across the portfolio, improving collection performance through structured outreach.
- Produced weekly KPI reports for senior leadership covering occupancy, collections, and delinquency trends.
- Coordinated vendors across multiple properties, ensuring approved work was completed on schedule while proactively resolving operational issues.
- Maintained accurate CRM and property management records, ensuring leadership had reliable data for reporting and decision-making.

Acquisition Manager and Lead Manager

CNL · Remote · 2025 to 2026

- Pre-qualified motivated seller leads by assessing situation, gathering property details, and using a low anchor to test seller flexibility before routing to the acquisitions team.
- Identified each seller's pain points and matched the appropriate exit strategy including cash offer, seller finance, sub-to, novation, or listing referral based on motivation and price position.
- Negotiated deals directly with property owners, walked through contract terms, and secured signed agreements on off-market acquisitions.
- Applied the VRT framework (Validate, Respond, Transition) to handle objections including pricing pushback, spouse consultations, competing offers, and seller hesitation.
- Assessed seller motivation versus asking price across all four negotiation quadrants to determine the most effective approach for each deal.
- Worked across Fix and Flip, Buy and Hold, and Wholesale deal structures depending on investor client criteria.
- Managed land acquisition lead pipeline from first outreach through offer preparation and CRM tracking.

Real Estate Outreach Specialist

TTO · Iron Horse · Galaxy CC · BoomVA · NAC · Dial Force · Coldio · Remote · 2023 to 2025

- Ranked 1st out of 10 agents at TTO Real Estate in December 2025 with 52 qualified leads, finishing 10 leads ahead of the second-place agent.
- Delivered outreach services to investors, wholesalers, and brokerages across seven concurrent client engagements over three years.
- Consistently generated 2 to 5 qualified seller leads per day through cold outreach, circle prospecting, and structured follow-up campaigns.
- Qualified homeowners based on each client's criteria, handled objections in real time, and moved motivated sellers forward in the pipeline.
- Scheduled listing appointments for licensed real estate agents at Galaxy CC, connecting interested homeowners directly with available realtors.
- When sellers declined offers, developed relationship-preserving follow-up plans to keep the pipeline active beyond initial rejection.

Solar Energy Sales Consultant

Sun Rock Solar · Upwork Contracts · Remote · 2022 to 2023 · 2026

- Conducted high-volume outbound outreach to American homeowners, educating prospects on energy savings and introducing solar as a practical solution to rising electricity costs.
- Consistently scheduled up to 3 qualified consultations per day for the field sales team.
- Completed multiple solar sales contracts on Upwork (Feb to Mar 2026 and Jun to Jul 2026), earning verified 5.0 client ratings for outbound performance and solar industry knowledge.

Roofing Outbound Sales Specialist

SML · Call Hammer Leads · Remote · 2026

- Conducted outbound outreach to homeowners in weather-affected US states to identify roof damage and introduce repair services.
- Screened prospects against client damage and insurance criteria before routing to inspection teams.
- Generated up to 2 qualified roofing leads per day across both engagements.

B2B Sales Specialist

Moving Marketing Services · Upwork · Remote · Mar 2026 to May 2026

- Contacted moving companies across the US to pitch tailored marketing plans designed to grow their client base.
- Generated up to 2 qualified business leads per day through targeted cold outreach.
- Completed as a 5.0-rated Upwork contract with client recognition for consistent output and professional communication.

Customer Service and Technical Support Specialist

Sutherland Global Services · On-site · Aug 2020 to Oct 2022

AT&T · Billing, Sales and Technical Support

- Resolved billing disputes and retained at-risk customers by identifying cancellation reasons and offering solutions that addressed them directly.
- Recommended and sold wireless, internet, and TV services based on customer needs and usage patterns.
- Completed internal cross-training in technical support, expanding responsibilities beyond billing and sales.

Cricut · Technical Support Specialist

- Provided phone and email technical support for Cricut customers, assisting with product setup, troubleshooting, and repairs.
- Escalated complex hardware cases to internal engineering teams and followed up until each case reached full resolution.

FTD · Customer Service Representative

- Resolved order and delivery failures during high-volume seasonal periods, coordinating with logistics and sales to fix issues quickly.

CREDENTIALS

Recommendation Letter · Adham Abo Elenein, CEO and Founder, Galaxy Call Centers (November 2025)

Upwork Profile · 5.0 Rating · 4 Completed Contracts · 241+ Hours Logged · All contracts client-endorsed

EDUCATION

Bachelor of Arts, Islamic and Egyptian History

Faculty of Arts, Alexandria University · Department of Islamic and Egyptian History · Alexandria, Egypt · Expected Graduation: 2027

SKILLS

SALES AND OPERATIONS

Cold Calling · Telemarketing · Outbound Prospecting · Lead Generation
Lead Management · Pipeline Management · Lead Qualification · Appointment Setting
Real Estate Acquisitions · Real Estate Listing · Objection Handling · Deal Closing
B2B Outreach · Business Development · Solar Sales · Roofing Sales
Property Operations · KPI Reporting · Delinquency Management · Client Retention

CRM PLATFORMS

Salesforce · Podio · Follow Up Boss · GoHighLevel · Asana · Pebble

DIALERS AND COMMUNICATION TOOLS

Mojo Dialer · BatchDialer · CallTools · ReadyMode · Aircall · Zoom · Dialpad · Quo (OpenPhone)