**C.V**



PERSONAL Information:

\* Name: Asem

 \* Gender: Male

 \* Nationality: Egyptian

 \* Date of Birth: 28/11/1988

 \* City of Birth: Alexandria

 \* Marital status: Married

 \* Current country: UAE (Dubai)

Contact Details:

\* E-mail: asem.121675@2freemail.com

Objective:

 Seeking a position at Sales, Marketing and customer service for my experience and education will allow to me make an immediate contribution as complete part of an international company.

Through my experience and educational look forward to be in a professional an opportunity and come to providing in positions functional areas.

Qualifications:

* Retail and Sales.
* Handling cash
* Advertising and Promotion.
* Front Office.
* Customer Service

Education:

* \* High School (commerce department).
* \* Course –English-level 12

Computer Skills:

* \* Good Knowledge - Microsoft Office (Word/Excel) - Internet
* \* Hard ware - Soft ware

Language:

* \* First language: Arabic
* \* Second language: English

Driving license: valid

Working Experience:

**CUERPO - senior sales executive–12/April / 2015 – To Present**

* - Ensure all products and displays are merchandise effectively in order to

Maximize sales.

* - Keeps management informed by submitting activity and results reports,

Such as daily call reports, weekly work

* Plans, and monthly and annual territory analyses.
* Closing the cash, generating EOD report and updating the management by the

Position for each branch.

* Closing the POS machine and generating EOD report
* Resolves customer complaints by investigating problems; developing solutions; preparing reports;
* Making recommendations to management
* Represent the company and provide retail customer service
* Train and educate my staff
* Check the work needs and missing products in stores
* Travelling abroad (Turkey-Egypt-..) on behalf of the company to Contracts on the requirements
* Handling inventory and responsible for stock control
* Observe on defect items which return from customers
* achieve the personal and shop target
* Prepares requisitions to ensure proper stock renew

**BRANDS Group-Dubai- Sales executive Feb 2013- till March 2015**

* Achieving the monthly personal sales target
* Maintaining and developing relationships with the existing customers and building a relation with new
* Customers
* Handle the tasks of coordinating with customer in selecting their wardrobe

Involving a wide range of patterns and colors

* Handle the tasks of handling cash as well as processing payments through credit

Cards

* Responsible for responding to customer queries and update latest upcoming dress to customers
* Perform the tasks of entering name and phone numbers of potential customers for

Future reference

* Handle other essential tasks like merchandising, storing and stocking
* Responsible for display of the shoes& bags

⮚

**Italian fashion group 2011 – Jan 2013**

**Duties and responsibilities**

* maintained 100% authorized distribution of all required products in assigned territory
* Presented and cut-in and new items at store level
* Maintained store shelf standards and inventory, including rotation of products.
* Supplied and placed point of sale materials
* Consistently achieved 100% visit and call report completion.
* Implemented a sales plan on a quarterly basis to determine the account goals, based on percent to business, and achieve the budget for the Quarter
* Developed strong customer rapport, established sound business relationships, and maintain a thorough knowledge of each account.

**Oriental weavers’ coAlexandria, Egypt⮚Jan.2009 till Dec.2010**

**Position: Customer service representative**

**Duties and Responsibilities:**

* Respond to telephone inquiries, providing quality service to customers about the

Availability of products or status of orders.

* Listen attentively to caller needs to ensure a positive customer experience.
* Ability to solve any problem with the customers or suppliers
* Promote the company’s product offerings; contributed to a 12% sales increase for

 the quarter by

* Recording and updating databases
* Photocopying and scanning documents
* Sorting and handing out post
* Supporting the reception desk

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Personal skills:

* \* Efficient.
* \* Hard Worker.
* \* Team Worker.
* \* Seek self-improvement.
* \* Ability to work under pressure.
* \* Ability to pace myself in a work.
* \* Flexible to change plans when needed.
* \* Self-motivated to take initiative and responsibility.
* \* Ability to work as member in diverse workgroup.
* \* Customer service skills.
* \* Good presentation and excellent personal organization.
* \* A passion for the retail industry.