

Mahmoud

Mahmoud.203977@2freemail.com

**Personal Information:**

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| Dubai U.A.E | : | * Address
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| 10 / 12 / 1988 | : | * Date of Birth
 |
| Single. | : | * Marital Status
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| Exempted | : | * Military status
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| Egyptian | : | * Nationality
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| Visit Visa | : | * Visa Status
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**Objective:**

Seeking a position leading to a career in the field of Customer Service or Sales in a respectable organization, where I can improve my knowledge and my skills.

**Education**:

B. Sc. Of Management Information Systems

 Commerce graduate from (The Egyptian Academy for Management and Accounting) in year 2010

**Work Experience:**

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|  From November 2011 Until Now  RadioShack Egypt  |
| * Cashier 2011
 | * Responsible for opening and closing of cash counter
* Point of Sale Systems (POS).
* Receiving payments from customers using various mode as cash, debit cards, credit cards, and demand draft etc.
* Handling and counting cash.
* Make the records of cash and all other payment together as well as separately.
* Issuing receipts, refunds, credits, or change due to customers.
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| * Sales Executive 2012
 | * Maintain clean and orderly checkout areas.
* Ensure that the price of the product is correct.
* In case of requirement weighing the goods and tagging the price.
* Coordinating and helping other cashiers also.
* Cross selling and up selling for our products.
* Work on sales plans to achieve sales.
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| * Senior sales Executive 2013
 | * Attracts potential customers by answering product and service questions; suggesting information about other products and services.
* Cross selling and up selling for our products.
* Preparation of promotional materials and presentations
* Through selling and selling the sale of our products.
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| * Assist Store Manager 2015
 | * Solving product or service problems by clarifying customer complaint
* Prepare product or service reports by collecting and analyzing customer information.
* Maximize profitability and develop / achieve sales targets, including motivating employees to do so
* Acting as Store Manager
* Train employees on how to deal with customers and train them on products.
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| * Store Manager 2016
 | * Target store achievement
* Store action plans
* Dealing with the sales team
* Dealing with customer inquiries and complaints.
* Ensure compliance with health and safety legislation
* Communicate with the head office.
* Maintenance of the store
* Stock control
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|  From July 2010 Until October 2011 Internet PC Services  |
| * Customer service
* Call Center
 | * Customer service skills
* Verbal communication skills
* Written communication skills
* Ability prioritize and multitask
* Problem-solving skills
* Competence in office software
* Relationship management
* Rapport-building
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**Languages:**

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| * Arabic (Native Language).
* English (Good Reading, Writing and Speaking).

**Computer skills** * Windows: Full knowledge with those operating systems.
* Microsoft office (Word -Excel- Power Point-Outlook-Access): High ability in dealing with those programs to achieve the required tasks by using them.
* System (POS , ERP)
* computer skills Hardware and Software troubleshooting
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**Personal Skills:**

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| * Working under pressure
* Customer handling
* Up-selling & Cross Selling
 | * Negotiation Skills
* Creative
* Leadership Skills
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