

Mahmoud

[Mahmoud.203977@2freemail.com](mailto:Mahmoud.203977@2freemail.com)

**Personal Information:**

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

**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. |
| * 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. |
| * 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. |
| * 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. |
| * 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 |

**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 |

**Personal Skills:**

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