***Dear Sir,***

***I would like to apply for position.***

***Please accept the enclosed resume as an expression of interest in exploring opportunities within your respective organization as any position suitable to my career history; I am confident that you will quickly realize my ability to make major contributions to your firm upon reviewing the enclosed resume.***

1. ***Answering all incoming calls.***
2. ***Following the customer’s orders with other departments.***
3. ***Following up with the customer’s issues has been settled or not yet***
4. ***Handel the section for arranging and cleaning***
5. ***Orders the less stock item***
6. ***Make orders for the customer and follow up with the delivery section***
7. ***Handling the cash box in the furniture dept.***
8. ***Providing the delivery team with routing plan.***
9. ***Receiving complaints and settle it up.***

***More responsibility***

1. ***Handel customer complain***
2. ***care of my job need and activity timing***
3. ***conduct daily inventory***
4. ***follow company rules (uniform – hygiene).***

***I feel confident that an interview with you would affirm that I would be an excellent candidate and an asset to the company. I believe that my organizational skills and my outgoing personality will enable me to contribute to your high standards.***

***If my qualifications interest you, I would be delighted to meet with you to further explore opportunities with your company. I hope that we will have the opportunity to meet soon.***

***Please review the attachment & advise me as soon as possible***

***If you are interested in Order to facilitate interview arrangements.***

***Thanking you most kindly.***

***Looking forward to hear from you at the earliest possible.***

***Yours faithfully,***

***Best Regards,***

***Ahmed***

**Ahmed** **Ahmed.313224@2freemail.com**

 ***Operations: 11 years of experience in Operations & Sales Management***

* A competent professional with 11 years of experience in the areas of Business Development, Retail Operations, Product and Merchandising, Inventory Control, Team Management, Sales & Marketing.
* **Presently associated with Landmark Leisure LLC (FUNCITY), as Manager - Operations for Dhabi UAE, KSA, Oman.**
* A strategic planner with proven abilities in managing business operations and expertise in determining company’s mission & strategic direction.
* Proficient at providing value added customer service by resolving customer issues & ensuring their satisfaction with the product and the service norms.
* Strong organizer, motivator, team player and a decisive leader with successful track record in directing from original concept through implementation to handle diverse market dynamics.
* An effective communicator with excellent relationship building & interpersonal skills with wide exposure in UAE, KSA, Oman markets.

 **CORE COMPETENCIES**

**Sales & Marketing**

**Business Development**

**Retail Operations**

**Multi-Store Management**

**Profit & Loss Management**

**Customer Service**

**Market Analysis**

**Team Management**

**Franchisee Management**

* Implementing sales promotion plans & new store concepts to generate sales for achievement of targets.
* Ensuring timely review of professional and accurate sales and administrative reporting functions including expansion achievement, costing of stores, sales achievement, inventory control, weekly and monthly reports.
* Analysing latest marketing trends and tracking competitors’ activities and providing valuable inputs for fine tuning sales & marketing strategies.
* Managing sales and marketing operations, ensuring accomplishment of set business targets, meeting the ever-increasing competition from organized and unorganized structures.
* Setting new units, identifying locations, negotiating with suppliers & related works; setting performance standards and measuring performance for efficient functioning of Retail stores.
* Training the team & ensuring adherence to the norms; reviewing yearly performance of sales / finance & operations team in the states for reporting to top management.

**CAREER CONTOUR**

**Currently Associated with – Landmark Leisure LLC (FunCity- FEC): Since FEB’14- Till Date**

***As Manager – Operations.***

**Accountabilities:**

* Efficiently managed the daily operations of store, worked towards meeting personal and location sales metrics and customer satisfaction standards by maximizing the customer's experience.
* Handled all phases of store operations to ensure maximum sales and profitability, focused on key business initiatives, store presentation, marketing execution, inventory management, loss prevention and daily operational cost control.
* Successfully ensured that monthly, weekly & daily sales targets are communicated to the staff & efforts are made to consistently achieve the set targets with excellence in new age customer service standards, CRM data maintenance & handling customer complaints.
* Performed stock verification, pilferage control. Keep a check on `policies and procedures to make sure they are being practiced religiously by the staff.
* Effectively led, motivated & retained store staff & maintain a positive work environment and lead by personal example.
* Effectively involved self in parties organised by guest with ensuring personal touch provide to make it WOW.
* Played a key role and ensured that store visual merchandising is maintained as per the brand standard, clear expressions of special campaigns, discounts, themes were properly maintained in terms of cleanliness, fixtures, etc.
* Responsible for preparing MIS Daily/Weekly/Monthly reports and updating top management with adequate feedback.
* Effectively manage EBIDTA level P&L within allocated budget in order to affect a profitable performance for the Outlet.
* Synergizing with Marketing, Technical, Facilities and other designated Departments Heads with implementation of strategy and in managing various reports on performance as needed.

**PREVIOUS ASSIGNMENTS**

**Associated with – Emaar Malls Group: April’11 – December’13**

***As Supervisor – Operations (Dubai Mall, UAE.)***

**Accountabilities:**

* Evaluate staff performance, progress and attitude to see which one need more practice.
* Selling the chain's item in the execute suggestions to promote new items help customer decide what types of products would best suit their needs.
* Maintain standards of customer product and hygiene in the daily operations.
* Have a great ability to convince all different types of clients.
* Always be there to assist manager in charge and give a hand to staff whenever they need.
* Excellent communication and listening skills and positive attitude,
* Problem solving skills and ability to handle high call volume.
* Excellent interpersonal skills and integrity.
* Ability to work well in a team environment.
* Ability to meet goals in a fast – paced environment.

**Associated with – Kuwait Food Company (Americana) Dubai: Since MAR 05–MAR 11**

***As Assistant Manager - Stores Operations***

**Associated with – Hilton Hotel Cairo: Since FEB’04 – JAN 05**

 ***As Receptionist – Operations.***

 ***Training Courses.***

* Customer Mania plus (Kuwait Food Company).
* How to Run a Shift (Kuwait Food Company).
* How we work together.
* Fish philosophy principle.
* Selling fun (Emaar Training Center).
* Keeping kids safe (Emaar Training Center).
* Guest courtesy (Emaar Training Center).
* Handling complains (Emaar Training Center).
* Step up (Emaar Training Center).
* Train the trainer self (Emaar Training Center).

**Interests**

 Traveling – reading – football – internet

**SCHOLASTICS**

* Bachelor degree of Social work Cairo University, Egypt in 2003.

**IT Skills: Well versed with Windows, DOS, MS Office and Internet Applications.**

**PERSONAL DOSSIER**

# Nationality: Egyptian.

# Visa Status: Residence in UAE.

# Date of Birth: 9th May’1982.

# Languages Known: Arabic, English.

# Address: Ajman, UAE.

# Driving Licenses: Light Vehicle (UAE).

***DECLARATION:***

In view of the above I request your good self to kindly consider my C.V. and give an opportunity to serve in your esteemed organization for which act of your kindness I shall remain grateful to you and oblige.

 **AHMED**