 Mohamed

[Mohamed.325870@2freemail.com](mailto:Mohamed.325870@2freemail.com)

# objective

**Seeking** a sales associate position with your company to contribute people skills

sales expertise, problem solving skills, and customer relationship management.

# EDUCATION

2003 – 2008 BACHELOR OF social service – Faculty of Social service from

Sohag University

# Work Experince

**Position** :  **Assistant store Manager**

**Employer : Vodafone Egypt**

**Period : Nov 2013 till Nov 2016**

**Responsibilities** : •Manage the store sales team to ensure customers are being helped in a timely

• Conduct sales and inventory management

• Assist in employee recruiting, training and development

• Manage net revenue at store level

• Inspire and encourage employees to ensure high level of morale

• Assist customers and troubleshoot customer service issues when necessary

**Position** :  **Salesman**

**Employer** : **Royalceramic in Dubai**

**Period** : **Nov 2012 till Aug 2013**

**Responsibilities** : •Greet customers when they arrive at the store and ask if they need assistance

•Process sales transactions at the POS (point-of-sale) counter

• Suggest upsell items to customers based on the items they have chosen

• Execute special orders for items that are not in stock or that we do not carry

• Call other stores when necessary to find items in stock

• Replace merchandise on the shelves, paying special attention to end caps

• Arrange special sale and clearance items at the front of the store for maximum

visibility

• Build rapport with customers and provide them with genuine guidance and

support

• Train new sales staff as needed by management

**Position** : **salesman**

**Employer : Vodafone Egypt**

**Period : Jun 2009 till Jul 2012**

**Responsibilities :**  Welcomes customers by greeting them; offering them assistance.

 Directs customers by escorting them to racks and counters; suggesting items.

 Advises customers by providing information on products.

 Helps customer make selections by building customer confidence; offering

suggestions and opinions.

 Documents sale by creating or updating customer profile records.

 Processes payments by totaling purchases; processing checks, cash, and store or

other credit cards.

# 

# trainings& courses

May 2011 Attended Sales, Marketing and Customer Service Training Course

# skills

**Language:**

Arabic :Mother tongue.

English:(Reading, Writing, Speaking and Understanding) is very good.

**Computer:**

**Certifications & Traning**

Microsoft Certified Professional (MCP)

Microsoft Office Spcialist (MOS)

Attended For MCSE 2003 in Microsoft Partners

Attended For A+ software&hardware from Comptia

**Skills**

Very good Oracle system

Excellent knowledge of Win, Word, Power Point & Excel.

Very good knowledge of Internet Browser & Outlook

# personal characters

- Active, Hard worker and dependable.

- Highly dynamic and self motivated.

- Ambitious, creative and well oriented.

- Able to work under stress conditions.

# personal interests

Reading – Social media - Foot ball – Beliardo

# refrences

All certificates and references are available upon request.