 Mohamed

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# 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.

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# 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.