 **Mahmoud**

Mahmoud.338511@2freemail.com

**Summary**

I am a passionate and hard worker who likes new challenges, with high management, sales, and customer service skills, with more than 10 years of experience, including 3 years as assistant store manager at Mansi, and 2.8 years sales experience at Al Jaber Optical-UAE.

**Educational background**

**2005 -2009: Bachelor’s business administration Faculty of Commerce, Alexandria University, Egypt.**

**Working Experiences**

**Sale consultant& Customer service at Al Jaber Optical 2014 January –25August 2016. UAE**

**Duties and responsibilities:**

* Greeting customers who enter the shop, assisting customers to find the product they are looking for, and answering customers inquiries
* Be involved in stock control and management, stocking shelves with merchandise
* Being responsible for processing cash and card payments.
* Balancing cash registers with receipts, dealing with customer refunds, dealing with customer complaints.
* Responsible for security within the store and being on the look out for shoplifters and fraudulent credit cards etc.
* Receiving and storing the delivery of large amounts of stock
* Keeping up to date with special promotions and putting up displays.

**Assistant store manager at Mansi Brand 2010 January-2013 December Alexandria. Egypt**

**Duties and responsibilities:**

* Trains store staff by reviewing and revising orientation to products and sales training materials; delivering training sessions; reviewing staff job results and learning needs with retail store manager; developing and implementing new product training.
* Evaluates competition by visiting competing stores; gathering information such as style, quality, and prices of competitive merchandise.
* Purchases inventory by researching emerging products; anticipating buyer interest; negotiating volume price breaks; placing and expediting orders; verifying receipt.
* Attracts customers by originating display ideas; following display suggestions or schedules; constructing or assembling prefabricated display properties; producing merchandise displays in windows and showcases, and on sales floor.
* Promotes sales by demonstrating merchandise and products to customers.
* Helps customers by providing information; answering questions; obtaining merchandise requested; completing payment transactions; preparing merchandise for delivery.
* Prepares sales and customer relations reports by analyzing and categorizing sales information; identifying and investigating customer complaints and service suggestions.
* Maintains inventory by checking merchandise to determine inventory levels; anticipating customer demand.
* Prepares reports by collecting, analyzing, and summarizing information.
* Maintains quality service by establishing and enforcing organization standards.
* Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; benchmarking state-of-the-art practices; participating in professional societies.
* Contributes to team effort by accomplishing related results as needed.

### Sr. sales Met life-Alico 2008 January-2009 September Alexandria-Egypt

### Direct sales Met life-Alico 2007-December 2008

**Duties and responsibilities:**

* Call potential clients to expand their customer base
* Interview prospective clients to get data about their financial resources and discuss existing coverage
* Explain the features of various policies
* Analyze clients’ current insurance policies and suggest additions or changes
* Customize insurance programs to suit individual clients

**Sales associate in Ralph Lauren “POLO” fashion boutique 2006 January-2006 December Alexandria. Egypt**

**Duties and responsibilities:**

* Responds to customer inquiry, assisting and providing the needs of the clients, performing the highest quality of customer service
* Arranges, monitor and replenish items or stocks, responsible for the inventory of the assigned stocks, and sorting out merchandise
* Handling the Point of Sales System (POS)
* Responsible in receiving guest bills and settlements through credit cards, voucher or automatic debits, and issuing receipts and refund or item exchange.

**Skills**

Operating system Windows XP, 2000 9x Application MS office 2003, Good communication skills, competent and excellent in oral and written Arabic, English, knowledgeable of making business correspondence, very good interpersonal skills. Process and goal oriented, exceptional office management and clerical skills.

**Computer skills**

* Excellent knowledge of using all versions of Microsoft windows.
* Very good knowledge of Microsoft Office Application.
* Very good knowledge of using all Pc programs & hardware.
* Good knowledge of internet.

**REFERENCES –** Available on request