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**Mostafa**

**Address / Dubai – Diera – Alrigga street**

**oppsite skyline hotel apartment .**

**E-mail :** **Mostafa.362605@2freemail.com**

**Visa status : visit visa for 3 months ( expired in 12 / 05 /2017 )**

**C.V**

**Career Objective:**

**Seeking a challenging position for sales and customer service in your esteemed organization where my technical liaison and co-ordination skills can be effectively utilized to improve operations and contribute to the company’s growth**

**Experiences**

**Sales Advisor : 2 years experience in Italian jewellery store in city star mall in Egypt .**

**Sales Advisor : 2 years experience in Raymond Weil watches store ( Cairo festival city ) in Egypt .**

**Job Responsibility :**

* **Ensuring the fact that the customer gets to understand the product and have a variety of products at his or her disposal to make the correct selection .**
* **Ensuring that customers get to buy the product which is most suitable for their needs**
* **Maintaining a strong knowledge about all the products and informing the authorities about the products which are not in demand .**
* **Help in year end activities of the store and also communicating with the management regarding any complaints that the customers have**
* **Promoting the products and helping in creating an awareness amongst the public about the products sold by store .**
* **Providing excellent customer service .**
* **Processing transactions quickly and accurately .**
* **Advising customers .**
* **Winning sales to meet targets .**
* **Maintaining eye-catching effective displays within the store .**
* **Taking pride in your store and maintaining it to a high standard .**
* **Following operating procedures .**
* **Providing customers with an enjoyable shopping experience .**

**Education :**

**Bachelor of Commerce – Tanta University - Accounting major - Graduate in 2012 .**

**Certificates :**

**ICDL ( Word –Excel – Power pint )**

**Skills**

* **Ability to build rapport with customers and qualify their requirements**
* **Resilience**
* **Strong customer service skills**
* **A good head for figures and understanding of personal finance issues**
* **Good eye for detail**
* **Commitment to hitting targets**
* **Team player**
* **Strong negotiation skills**
* **Ability to consolidate the sale and walk the customer through every stage of the deal**
* **Effective time management**
* **Ability to plan and organise your own daily selling activity to secure new business**
* **A confident individual who is comfortable communicating to a diverse customer base**

**Languages**

**Arabic : Native**

**English : Good**

**Personal Information :**

* **Nationality : Egyptian**
* **Birth Date : 03/07/1990**
* **Birth Place : Bassyoun – Gharbia – Egypt**
* **Marital Status : Single**