 Management & Customer Support

Ahmed

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Objectives

A highly experienced team leader with over 10 Years' experienced in Retail.

Mainly in GCC and London and Egypt and a long proven track record of delivering outstanding results, most recently working in the capacity of team leader at The Toy Store Dubai mall.

Seeking a challenging position at a multinational company to be an affectively part of the team and to develop both my personal and communicational skills.

Work Record

May 2012-Apr 2017 **Gulf Greetings General Trading LLC** Dubai, UAE

**The Toy Store - Store Manager**

* Manage the biggest store in the Middle East.
* Managing over 45 staff comprising of 1 assistant, 8 store supervisors, and 36 sales staff.
* With area of 30, 000 sq. ft.
* Responsible for overseeing all aspects of retail store’s operations, including merchandising and promotional activities, customer service, inventory management, cash handling, reconciliation and deposits and store safety and security.
* Oversee all store operations.
* Develop and implement plans to maximize sales, meet and exceed goals/objectives.
* Analyze and measure business trends.

Opportunity & Achievements:

* Manage the opening of the branch in Yas mall and met necessary requirements to company standards
* Assist & Manage the opening of The Toy Store Oman (Muscat ).
* Manage the opening of the branch in Abu Dhabi MALL.

Feb 2011-Feb 2012  **Azadea Group** Cairo, Egypt

**Stradivarius Store Manager**

* Making sure the shop floor runs smoothly
* Meet the store's monthly targets and handle budgets
* Recruit and train staff
* Deal with any enquiries and complaints and monitor customer service
* Serve customers as needed
* Put together the Rota and shifts
* Check that the products you sell are well displayed
* Managing deliveries

May 2008-Jan 2011  **M.H. Alshaya Co.** Cairo, Egypt

**H&M Assistant Store Manager**

Leads a store team within a Department and actively works on the shop floor in order to maximize the profit, productivity and customer service within the H&M store.

* Recommends store layout and stock positioning. Helps manage stock availability. Trains and promotes high customer service standards. Gives feedback on lines, sellers, and customer requests. Recommends in-store promotions.
* Responsible for ensuring all available stock is replenished consistently.
* Compliance to company and brand requirements within store location.
* Implements stock loss controls, recommends areas of focus.
* Staff, evaluates performance and development needs. Decides store-training programmer. Recommends additional training requirements, disciplinary actions/terminations.

April 2006-March 2007 **Esprit** London, England

**Manager in Training**

* Handling all the cash deposits.
* Tracking the attendance of staff.
* Receiving orders
* Checking all the store stock and the floor move.

April 2004-April 2007 **Jim & Sons company** London, England

**Shop Manager**

* Responsible for all the operations in company branches.

Jun 2002-March 2004  **Patchi Manufactory** London, England

**Pastry chef**

* Create and prepare desserts in accordance with the existent menus.
* Decorate cakes and baked goods according to requirements.

March 1999-March 2002 **Touristic Cafe** Cairo, Egypt

**Manager**

* Managing the staff in order to reach the profit target.

Education

* Bachelor Social Services Cairo, Egypt 2010
* Graduated from Aremo School Cairo, Egypt 1999

Additional Courses

* First Aid course. Dubai.
* Microsoft Excel 2010. Dubai.
* Management skills course .Kuwait.
* Loss prevention course. Kuwait.
* Visual merchandizing course. Kuwait.
* TTT (Train Trainer Training) course. Kuwait.
* Administration training. Kuwait.
* Health and Safety course. London.
* English Course. London.
* CSC (Customer service course)

Computer & Languages Skill

* Excellent knowledge of Windows, the internet.
* Very good knowledge of power point & word.
* MICROSOFT EXCEL 2010 .
* Native language Arabic.
* Excellent command of both written and spoken English.

Personal Skills & Hobbies

* Hard Worker, Ambitious, More organized, Open Minded, Eager to learn new skills, Dynamic, Patience, Presentable , Learn new skills quickly and easily, Decision maker
* Providing excellent customer service, follow up with guaranteeing costumer satisfactions.
* Reading, Traveling.

Additional Information

* Nationality: Egyptian
* Date of Birth: 23 February, 1981
* Marital Status: Married
* UAE Driving license holder.