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| **HAMZA** **hamza.368433@2freemail.com**Result-oriented professional with a proven record of achievement in conceiving & implementing ideas that create value for organization; targeting senior level assignments in **Sales / Retail Business / Customer Servicing** with a reputed organization in **FMCG / Retail** sector**hamzasayed66@yahoo.com+971567567297** |
| knowledge24x24iconsProfile Summary |
| * Dynamic career of **over 7 years that reflects rich UAE experience & year-on-year success** in **Sales, Retail Business Development and Customer Servicing**
* Skilled in implementing **sales activities** to create a positive experience for clients; reaching out to new & unexplored market segments & customer groups using segmentation & penetration strategies for business expansion
* Successfully implemented **retail operations** to meet changing customer needs that lead to accelerated growth, while developing high performance culture
* Directed **cross-functional & cultural teams** using interactive & motivational leadership; acknowledged for coaching & mentoring team members to achieve resource wise productivity & optimization
* A forward thinking person with **strong communication, analytical & organizational skills**; well organized with a track record that demonstrates self-motivation & creativity to achieve corporate & personal goals
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| edu24x24iconsEducation |
| * **BA (ARTS)**from Ain Shams University, Egypt in 2008
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| IT Skills  | core24x24iconsKey Skills |
| * Microsoft Office (2007, 2010 & 2013), Microsoft Windows W7 & W8 and Internet Applications

softskills24x24iconsSoft Skillspersonaldetails24x24iconsPersonal Details Motivational Leader Change Agent Thinker Collaborator Planner Communicator**Date of Birth:** 01/10/1986**Address:** Abu hail-Dubai**Visa Details:** Employment Visa (sponsor /Homes r us)**Nationality:** Egyptian**Driving License Details:** U.A.E. Driving License .**Languages Known:** Arabic, English and Germany |

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| **Sales** |
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| **Retail Business Development** |
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| **Customer Servicing** |
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| **Store Operations** |
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| **Relationship Management** |
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|  **Liaison & Coordination**  |
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| **Process Improvement**  |
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|  **Training & Development**  |
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| **Team Management**  |
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| career24x24iconsCareer Timeline**Aug’08-Feb’10****Hyper one, Cairo / Egypt (Hyper Market) as Sales Representative****Jun’11-Jan’16****Carrefour Hyper Market, Majid Al-Futtaim Group, Fujairah, UAE as Supervisor****Since Mar’16****Homes R Us Furniture & Furnishing, Dubai / UAE (Lals Group) as Senior Sales Associate** | Achievements**Best Employee of the Month Award in Aug’12 & Apr’13****Appreciated as Best Employee by Store Manager** |
| exp24x24iconsWork Experience**Since Mar’16: Homes R Us Furniture & Furnishing, Dubai / UAE (Lals Group) as Team leader****Role:*** Charting out sales strategies and enhancing business volume as per profitability norms
* Monitoring, mentoring &motivating sales stuff
* Assuring that all pricing, signage and display are correct all times
* Assisting in all store operational tasks (inventory, cash protection, loss Prevention, overhead and supply costs)
* Liaising with Sales Manager for sales issues &objectives
* Devising & effectuating go-to-market strategy and introducing products to win mutually beneficial deal; pioneering business development to enhance revenues by identifying market opportunities
* Resolving client’s escalations / concerns and addressing their queries (customer advocacy) for a smooth ride for customer’s diverse issues

**Highlights:*** Appreciated as **Best Employee** by Store Manager for sales skills, hard working and best service which given for clients since 2nd week of joining
* Over-exceeded monthly & quarterly target by 3%
* Amplified customer base by 3% through maintaining effective relationships (Motivate sale associate stuff daily, encourage them and overseen them activity time to time)
* Identified target markets and established successful plans to develop them.

**Jun’11-Jan’16: Carrefour Hyper Market, Majid Al-Futtaim Group, Fujairah, UAE as Supervisor****Role:*** Created performance improvement plans if an employee performance was not adequate
* Lead customer service operations involving receiving complaints and resolving problems
* Attended monthly sales meeting and reported the same to Department Head

**Highlight:*** Bagged **Best Employee of the Month Award** in Aug’12 & Apr’13

**Aug’09-APR’10: Hyper one, Cairo/Egypt (Hyper Market) as Sales Representative****Role:*** Explained about how to use the products requested by customers
* Ensured that the customer display end was attractive
* Placed price tags on items and prepared the inventory / stock
* Developed productive trust relationships with customers

**Highlight:*** Elevated section sale contribution from 6.8 to 7.5 % of the whole store sales.
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