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| **HAMZA** [**hamza.368433@2freemail.com**](mailto: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 | | |
| edu24x24iconsEducation | | |
| * **BA (ARTS)**from Ain Shams University, Egypt in 2008 | | |
| IT Skills | core24x24iconsKey Skills | |
| * Microsoft Office (2007, 2010 & 2013), Microsoft Windows W7 & W8 and Internet Applications   softskills24x24iconsSoft Skills    personaldetails24x24iconsPersonal 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 | |  | | --- | | **Sales** | |  | | **Retail Business Development** | |  | | **Customer Servicing** | |  | | **Store Operations** | |  | | **Relationship Management** | |  | | **Liaison & Coordination** | |  | | **Process Improvement** | |  | | **Training & Development** | |  | | **Team Management** | |  | | |
| 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. | | |