

 Mahmoud

Mahmoud.372935@2freemail.com

Personal statement

A reliable, trustworthy and conscientious who is able to multi-task, handle pressure, work as part of a team and most importantly inspire customers to make a purchase. With infectious enthusiasm and an inspirational style, experience of the retail industry to develop superb organizational, problem solving and sales skills. An exceptional person who can explore new territories and push existing limits in the search for sales.

Looking for a suitable sales opportunity with a company that will not only challenge my professionally but also allow to develop my knowledge & potential further.

Area of expertise

* Experience of working in a commission based sales environment.
* Able to maintain high standards of display & visual merchandising to ensure our product is well presented.
* Ready and able to work individually or within a team environment.
* Good with numbers, and able to use modern computerized equipment and specialist retailing software.
* Proficiency in all areas of Microsoft Office, including Access, Excel, Word and PowerPoint
* Excellent communication skills.

Career History

Call Center Agent at (Etisalat Co., resource of UAE (Offshoring) Etisal

(April 2009– 2011)

Achievements and responsibilities:

* Answering the inbound international call from UAE to provide the caller with place number as Directory , handling complain
* Become number 1 achiever across 400 Agent for 3 Quarter, that qualified me to inter another project called 800 promo

Call Center Agent (DU telecom.) offshoring UAE Xceed

(2011– April 2012)

Achievements and responsibilities:

* Answering the inbound international call from UAE , and some time outbound call to follow up
* Handling any kind of customers

Retail at Vodafone Store

(2012– April 2013)

Achievements and responsibilities:

* Working as retailer at Dandy Mall , in the beginning was handling C and D segment , and after 6 Month of good achieving , taking A, and high value customers
* Best seller across our Giza Branches for last quarter on 2013
* Merchandising the display
* Working on Seibel and C- CAT software

Sales Representative, East Cairo Japan Tobacco International, JTI Egypt

(2013– 2015)

Responsibilities:

* Open new outlet that fit our criteria
* Sell company product through good distribution
* Make our product visible and available

Achievements

* Increase number of Outlet handles
* Increase numeric distribution, and weighted distribution , so market share
* Get better execution across another areas N.1
* Win number one competition, and accelerate program to be qualified to supervisor position.

Area Sales Supervisor, JTI, Egypt

(2016– Till now)

Responsibilities:

* Work on store displays.
* Coach, train, counsel, recruit and discipline employees.
* Evaluate on-the-job performance of sales team.
* Identify future and current trends that appeal to consumers.
* Ensure merchandise ready to be displayed clean.
* Ensure promotions are in with company’s standards.
* Assist sales staff in achieving sales targets.
* Handle customer complaints, questions and issues.

Achievements

* Getting expansion more than 1400 POSs using my team
* Adding new route consist of 240 POSs in my area in two month
* Increase numeric distribution, and weighted distribution , so market share
* Get better execution across another areas N.1
* My team become number one across Regan
* Two of my team has been promoted to be in TM team.

Education

* El Madina Academy.
* Bachelor of Art (English Dep.)
* Language Excellent.

References

References are available upon request.