Dear HR Manager

Please accept my application for the current available position at your respective company.
I have worked in retail for 11 years, almost 4 years as a store manager, 3 years as a store in-charge and 2 years as a floor supervisor. With my strong background in retail management, I believe I have exactly what it takes to manage your business in a professional, effective and friendly way.

During my time as showroom manager at my previews companies and the current I have successfully implemented new initiatives with stock and store layout that have enhanced the customer experience. I have worked on a number of hugely successful marketing and sales initiatives that have boosted profits.

I am a hands-on leader who develops a good rapport with my team and a working environment that is relaxed and customer focused. The result in sales growth at my past stores is testament to my management skills and business acumen. I am a dynamic team player with exemplary communication skills and I am always ready to think outside the square to make sure my store is a step ahead of the rest.

I am passionate about business and I believe my management experience combined with my skills and understanding of retail makes me the perfect candidate for this role.

Looking forward to meet you for further discussion.

Yours sincerely

Tamer

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 Tamer

 Tamer.372936@2freemail.com

Objectives.

Working in a large organization which I can invest my skills probably as well as my nature of hard working.

Personal Information:

-Date and place of Birth: 19/06/1983 Cairo, Egypt.

-Nationality: Egyptian.

Education:

-Bachelor's of commerce Accounting section Cairo University 2006.

Functional Skills:

- Selling Skills

- Planning, Organizing & Performance Monitoring.

- Product knowledge.

- Financial Retail Math

- Leadership and Inspiring Others.

- People Development Skills and Building Talent.

- Team Building Skills.

Personal Skills

- Eye for detail and hunger to learn and grow

- Passion for excellence & continuous improvement.

- Good Communication and Interpersonal skills.

- Customer Focus.

- Adaptability.

Languages Skills:

-Arabic: Mother tongue.

-English: Very Good (understanding, reading, writing and speaking).

Computer Skills:

-Windows & Microsoft applications. -Software Maintenance & Excellent access to the internet.

-Oracle, POS, Brio and Orion.

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Work experience :



**Royal Furniture**

Working as a **Showroom Manager** reporting to Retail GM

 I been assigned as a Range Coordinator as well (Dec 13: Current date)

**Main Responsibilities**

**Sales Achievement**

* Conduct sales analysis, follow up on market trends and monitor the competition’s activity
* Propose ways to improve the business: in store merchandizing, opening hours, product mix.
* Produce quantitative and qualitative sales report
* Be present in the shop floor to generate sales and handling VIP customers.

**Customer Service**

* Identify customer potential needs and use initiatives to meet those needs
* Ensure consistency in customer service delivered and handle all complaints
* Ensure building, maintaining and using the customer data base.

**Stock Management**

* Enter all received goods and ensure stock control and proper record of all stock movements
* Supervise the replenishment process to avoid and report any over stock along with the suggested corrective action
* Prepare for the inventory.

**General Operations**

* Coordinate with the back office, suppliers, logistics, marketing and merchandizing team regards of new launches, in store animation or renovation and provide feedback accordingly
* Follow up on different issues with Mall Management such as mall promotions, permits, security…

**Merchandising**

* Maintain high standards of Visual Merchandising housekeeping in term of cleanness, display, lighting and stock rotation
* Implement all merchandising as per the brand’s visual merchandising guidelines
* Conduct daily walkthroughs to check presentation standards.

**Manpower Management**

* Prepare schedule to ensure full coverage of the shop floor and maintain grooming standards of the staff
* Can be involved in the recruitment process of Shop Staff and Sales Executives within his/her domain
* Manage, engage and delegate the responsibilities of the team reporting to him/her
* Conduct the appraisal and assessment of my team members
* Responsible for coaching and training own team members.



**Home Centre**

 I worked as a **Store In-charge** reporting to Store operation manager

 In Dubai, Sharjah and AlAin showrooms (Jan 11: Aug 13)

-Leaded my team (with the assistants of another 3 in-charge) to manage approximately 65K square feet to achieve 83M turnover.

-Ensured that the highest standard of customer service is delivered to the customer.

-Ensured that monthly and yearly sales targets are achieved.

-Maintained availability of the top selling products in the store.

-Trained the staff members on the product knowledge, new arrivals.

-Prepared and maintained the staff roaster.

-Briefed the sales team about company profile, new lines in the business and related matters of the company

Ensured that staff members are competent and motivated to deliver effective service to the customers.

Supported Showroom Manager on decisions relating to operations.

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**Vodafone (Egypt)**

Worked as a Sales and customer service Retail supervisor, Vodafone EG

(Oct 09:Jan11)

- Responsible for meeting assigned sales performance and profitability criteria.
- Assist in setting appropriate individual performance standards for the store in

Line with national and multinational Vodafone standards.
- Other responsibilities include developing, implementing and monitoring store plans to increase sales, as well as managing profit and loss for store including the protection of assets.
- Ensure delivering Vodafone world class experience

- Achieving target Sales maintain Inventory.
- Technical troubleshooting.

- Maintained internal visual merchandising and in- store displays and ensure store appearance met company standards at all times.

- Maintain proper inventory controls, facilitated inventory transactions.
- Facilitate communications between the store and other departments.
- Accurate and timely reporting to all stakeholders.
- Performing monthly one on one to team members.
- Supervise and develop team’s performance and development.
- Ensure flexibility to cope with organization’s changes.



**Extra**

-Largest electronics company in Saudi Arabia (Jul 08: Jul 09)

Worked as **Zone Supervisor** in digital section (Mobiles, Cameras & Laptops).

-Responsible for achieve my Zone sales target.

-Responsible for Carrying out the Company polices and rules to all stuff.

-Responsible for estimate sales maker sales target.

-Responsible for training staff on product knowledge & selling skills.

-Responsible for customers refund and complaint.



**RadioShack**

Chain of retail outlets specialized in consumer electronic products and IT accessories (Jul 06: Jul 08)

Worked as senior sales and i was responsible for:

-Achieve my sales target.

-Ensure attractive in my section display of products (Merchandising).

-Ensure excellence levels of service to achieve maximum customer satisfaction.

-Handle maintenance reports & follow up to ensure superior after sales service.

 -Handling customer's complaints to maintain customer satisfaction.

-Responsibility for legal assistance of all store paper.

-Oracle, POS, Brio and Orion.

 Thank you for your time

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