**NAME Ragab**

**ADDRESS DUBAI UAE**

**Email** [**ragab.381928@2freemail.com**](mailto:ragab.381928@2freemail.com)

**VISAEmployment visa**

**Nationality EGYPTIAN**

**Language Arabic / English /Russian speaker**

**my profile**

* Business Acumen: Knows how businesses work; knows the competition is aware of how strategies work in the marketplace.
* Adaptable and diligent: high priority on accuracy and adherence to timeframes
* Customer Focus: Is dedicated to meeting the expectations and requirements of internal and external customers; maintains effective relationships and gains their trust.
* Negotiation and listening skills.
* Cooperative, team player and people developer, Coach
* Integrity.
* Analytical skills, ability to read, analyze sales figures and trends and to draw conclusions that are transferable into action plans.
* Pragmatic and solutions driven.

**Work Experience**

**COMPANY: JEWEL CORNER Gold &Diamond jewllery 7cs group ( Dubai uae )**

**positiont :Store manager ( sahara center & mega mall branch )**

**duration: November 2017 present**

**COMPANY: JEWEL CORNER Gold&Diamond jewllery 7cs group ( Dubai uae)**

**POSITION:Assistant store manager ( sahara center branch )**

**DURATION: January 2017-oct 2017**

**Company: Regino fashion llc.( Dubai uae ) position : store inchargeDuration : January 2014 – march 2016**

**COMPANY: colors of cotton. (tabas.sinai Egypt)**

**POSITION :store manager**

**DURATION: 2007-November 2013**

**COMPANY: colors of cotton. (tabas.sinai Egypt)**

**POSITION :sales assistant**

**DURATION:2004-May 2007**

**Job &Responsibilities asassistant &store manager @ ( jewel corner) diamond &jewllery**

As a store manager I am responsible to drive the performance of the store ; through leading the team to deliver an outstanding client experience and achieve all targets in relation to client experience, image, sales, profitability and operational compliance.

**Business Development**

* Demonstrate sales leadership for staff by playing an active role on the selling floor
* Continuously motivate and coach client advisors to meet assigned sales targets, set and follow up team and individual objectives on a daily, weekly and monthly basis.
* Suggest and implement actions plans for the store to Retail Director (product mix, product assortment, best sellers, product allocation, store merchandising, events and animations, buying trends and customer requests)
* Manage stock to maximize sales opportunities.
* Deploy store business plan, to include marketing and promotional strategies that will continue to drive traffic to the store and develop and grow the client base.
* Identify and recruit new clients .
* Optimize sales results and store KPI’s through conversion rates, upselling and cross selling and by maintaining strong successful pillars and a balanced category mix.
* Effectively build and develop qualitative and efficient relationships across the brand both with the store managers and the support functions of the region to aid the success of the store and the development of the Brand in the region.
* Be aware of the local market and business environment including competitors' business activities and market trends and share relevant information with your pears and the head office.

**Client Experience and Event**

* Deliver a world class client experience within the store , exceeding brand mystery shopping expectations.
* Welcome and manage external and internal visitors and clients to the store , ensuring that their experience reflects the brand heritage.
* Increase client flow by working closely with Marketing and CRM to develop a network of clients and develop customer loyalty.
* Achieve KPIs for new client(’s) recruitment as well as existing client retention through the building of strong relationships.
* Ensure the development, maintenance and constant usage of the client database with a key focus on qualitative information capture.
* Identify customer potential needs and use initiatives to meet them
* Contribute to brand events, effectively managing communications to clients, follow up as well as monitoring results (based on different KPIs such as sales, clients acquisition, etc.)
* Manage preparations and feedback reporting for each event, animation and key activity conducted.

**People and Team development**

* Communicate corporate initiatives to team through daily briefing.
* Communicate and reflect the brand, corporate strategy, and goals to the team.
* Create a  positive working environment
* Develop your team members to allow them to progress along their career path.
* With the Training department, ensure that all Client advisors are provided with product knowledge to enhance and ensure cross selling across categories.
* Recruit high caliber team members and ensure all new employees complete an In Store induction.
* Conduct annual performance reviews and career and development meeting.

**Brand and Image Management**

* Consistently be an ambassador of the brand support and uphold the brand values and competencies at all times, striving to exceed expectations.
* Ensure that the store team is reflecting brand values and positioning in terms of behavior and image.
* Be responsible for the good maintenance of the store as well as the respect of product assortment and visual merchandising, respect of excellent uniforms and grooming standards.

**Operations**

* Determine staffing needs and edit schedules and planning accordingly to ensure appropriate store coverage and match to traffic and employee time off.
* Coordinate with HR department all employees absences request and data.
* Oversee After Sales service request providing excellent service to the customers.
* Ensure operational compliance across the store and team ensuring that all aspects of company procedures are adhered to including cash, stock, IT and security.
* Ensure compliance with all Internal Control procedures.
* Ensure that the health and safety of the store and team are managed and in line with brand and legal expectations.
* Profit and Loss responsibility for the store, with particular attention given to controllable expenses, sales plan and operating profit.
* Report on store performance as and when required by the brand.

**EDUCATIONAL**

**FACULTY OF TOURISM& HOTELS ( Minia university Egypt )**

**Concentration ( hotels administration ) very good (75%)**

**PERSONAL INFORMATION**

**NATIONALITY Egyptian**

**MARITAL STATUS married**

**GENDER Male**

**BIRTHDATE 1 OCT 1983**

**LANGUAGE:**

**ENGLISH fluent**

**RUSSIAN Excellent**

**ARABICnative**

**PROFESSIONAL COURSES:**

**\* CIP ( causing incredible performance )**

**\* IT (A+ CERTIFIED) SOFTWARE & HARDWARE**

**I hereby declare that the information given is correct to the best of my knowledge and that I have not withheld any information which may effect my suitability for employm**