**PERSONAL DETAILS**



**Nationality** : Egyptian

**Date of Birth :** Aug 15, 1987

**Civil Status** : Married

**Height**  : 5’8

**Language Spoken** : Arabic and English

**Sex** : Male

**Religion** : Muslim

MOSTAFA

MOSTAFA.322640@2freemail.com

**STORE SUPERVISOR**

* **OBJECTIVE**

To pursue my career in organization that provides an opportunity to utilize my skills knowledge with utmost professionalism to the self-development, have a suitable & challenging position in the company & be able to contribute to its success.

* **PERSONAL SUMMARY**

Having an enthusiastic and positive attitude and working hard to ensure that customers receive an excellent level of service which at the same time ensuring the highest level of sales for the company.

* **CORPORATE CAREER / EXPERIENCES**

**NIKE Store :** Abu Dhabi (YAS MALL) branch

**Designation :** Store Supervisor

**Period :** December 2014 – Present

**Duties and Responsibilities**

|  |
| --- |
|  **JOB PURPOSE:** |
| To assist store manager in managing day-to-day store operations by implementing company business objectives, policies and procedures, and driving commercial performance for the purpose of achieving store objectivesin the following points:

|  |
| --- |
| * **Sales Targets**

Assist store manager in planning and assigning clearly understood daily sales targets to store colleagues, set and agree sales and operational objectives with them to ensure store sales targets and other business objectives are achieved. |

|  |
| --- |
| * **Customer Service**

Promote a culture of excellent customer service, leading by example on the sales floor to ensure customer queries and complaints are addressed and resolved efficiently, and only relevant customer complaints are escalated to the Customer Service Department. |

|  |
| --- |
| * **In-store Promotions and Visual Merchandising**

Implement in-store promotions by ensuring price changes are carried out effectively as per the brand guidelines.Implement seasonal and sale layouts in the store to ensure brand specific merchandising standards are consistently delivered across the store.* **Staff Planning**

Prepare and agree with the store manager on staff work requirement, schedules and daily planners, delegate tasks and supervises staffs to meet store operational objectives.* **Stock Management**

In absence of store manager, co-ordinate with Brand Management and Distribution Centre on stock deliveries, defective items, stock recalls and pull outs to ensure store has correct stock levels to maximize sales opportunities.* **Audit and Loss Prevention**

Establish due diligence to ensure store colleagues are complying with all the contents of The One File and The SOP File; assist Audit and Loss Prevention team in carrying out annual stock take and spot checks. |

 |

* **Learning and Development**

Assist store manager in developing store colleagues by regularly training and appraising their performance through constructive feedback to ensure the areas require development are addressed on time.

* **General Administration** Monitor store colleagues time and attendance to ensure compliance with the Biometric Attendance System and to ascertain weekly attendance submission to the Payroll Function.

**WOOLWORTHS-** Abu Dhabi branch

**Designation:** Sr.Sales Associates/ Cashier- July 2010- NOVEMBER 2014

**Departments:** Men’s and Children’s Dept**.**

**Duties and Responsibilities**

* Surveying calls on behalf of the Manager, ensuring professional dealings are met.
* Independently formulates corresponding letter as required.
* Practice consultative/suggestive selling to generate business.
* Pro-actively seek opportunities to deliver/cross-sell related items.
* Monitors product requested by customers and feedbacks.
* Delivers prompt friendly and professional assistance to customers.
* Respond to customers queries and ensures timely resolution of customer issues.
* Knows and properly executes all systems and POS procedures to ensure quick transactions.
* Registers sale of merchandise, removes security tags prior to packing/wrapping and ensures accuracy of register content
* Monitors merchandise movement from receiving to selling area to ensure inventory accuracy and completeness.
* Keeps the cleanliness and orderliness of the store, to ensure compliance of the management standards.
* Shares knowledge of merchandise and departmental standards with new hires to build a professional and competent team.

**Women’s Clothing:** Mansoura, Egypt

**Designation:** Shop in Charge- 2005-2010

**Departments:** Ladies Shop

**Duties and Responsibilities:**

* Taking enquiries and providing help and advice to customers using the company’s items and services.
* Ensure that display in all assigned outlet are visible
* Prepares outlet inventories and ensure availability of the most frequently purchase unit.
* Prepares daily sales and weekly reports and competitors.
* Undertake full responsibility of assisting customers regarding product lines
* Recording all the inventory items on up to date
* Responsible for all the reports required by the head office.
* Monitor and records the movements of various supplies
* **SKILLS and PERSONAL STRENGTHS:**
* Skills in operating personal computers, POS system and various software packages including Microsoft Word and Excel are needed, Ability to read, writes, fluently speak and understand English, Basic math ability.
* **Educational Background**

Secondary: AL Mamaryah High School (Electrical)

 AL Mansoura, Egypt.

 2003-2007

* **Training Attended:**

Customer Service Excellent, Product Knowledge, Selling Skills, Hygiene and Groom