Ibrahim



**ADDRESS: DUBAI UAE**

**E-mail:** **Ibrahim-395564@gulfjobseeker.com**

**Nationality: Egyptian**

**Date of Birth: 21/09-1987**

**Marital Status: Single**

**Religion: Muslim**

**VISA STATUS: Employment Visa**

**UAE Driving License With own car**



**CAREER OBJECTIVE**



 **SEEKING A POSITION WHERE I CAN MAXIMIZE MY MANAGEMENT SKILLS, QUALITY**  **ASSURANCE, PROGRAM DEVELOPMENT, AND TRAINING EXPERIENCE THAT**  **UTILIZES MY SKILLS AND ENABLES ME TO MAKE A POSITIVE CONTRIBUTION TO** 



**THE COMPANY**.



**MAJOR STRENGTH**

* **Hardworking and result oriented**
* **Can train and motivate junior staff,**
* **Ability to meet deadlines and can work under pressure with less supervision**
* **Highly self-motivated, ambitious and dedicated in providing high standards of service**
* **Fast learner & self-motivated.**



**WORK EXPERIENCE**

**DURATION FROM FEB 2016 UNTILL PRESENT**

**DUBAI FESTIVAL CITY MALL**

**Positions: SENIOR SALES EXECUTIVE**

**Duties & Responsibilities**

* **MAINTAINS STAFF BY RECRUITING, SELECTING, ORIENTING, AND TRAINING EMPLOYEES; DEVELOPING PERSONAL GROWTH OPPORTUNITIES.**
* **ACCOMPLISHES STAFF JOB RESULTS BY COACHING, COUNSELING, AND DISCIPLINING EMPLOYEES; PLANNING, MONITORING, AND APPRAISING JOB RESULTS; CONDUCTING TRAINING; IMPLEMENTING ENFORCING SYSTEMS, POLICIES, AND PROCEDURES.**
* **MAINTAINS SAFE AND HEALTHY WORK ENVIRONMENT BY ESTABLISHING AND ENFORCING ORGANIZATION STANDARDS; ADHERING TO LEGAL REGULATIONS.**
* **COMPLETES OPERATIONS BY DEVELOPING SCHEDULES; ASSIGNING AND MONITORING WORK; GATHERING RESOURCES; IMPLEMENTING PRODUCTIVITY STANDARDS; RESOLVING OPERATIONS PROBLEMS; MAINTAINING REFERENCE MANUALS; IMPLEMENTING NEW PROCEDURES.**
* **CONTROLS EXPENSES BY GATHERING AND SUBMITTING BUDGET INFORMATION; SCHEDULING EXPENDITURES; MONITORING VARIANCES; IMPLEMENTING CORRECTIVE ACTIONS.**
* **PROVIDES QUALITY SERVICE BY ENFORCING QUALITY AND CUSTOMER SERVICE STANDARDS.**
* **MAINTAINS PROFESSIONAL AND TECHNICAL KNOWLEDGE BY ATTENDING EDUCATIONAL WORKSHOPS; REVIEWING PROFESSIONAL PUBLICATIONS.**
* **CONTRIBUTES TO TEAM EFFORT BY ACCOMPLISHING RELATED RESULTS AS NEEDED**

**DURATION FROM FEB 2012 TO FEB**

**MALL OF THE EMIRATES Positions: SUPERVISOR**

**DUTIES & RESPONSIBILITIES**

* **MAINTAINS STAFF BY RECRUITING, SELECTING, ORIENTING, AND TRAINING EMPLOYEES; DEVELOPING PERSONAL GROWTH OPPORTUNITIES.**
* **ACCOMPLISHES STAFF JOB RESULTS BY COACHING, COUNSELING, AND DISCIPLINING EMPLOYEES; PLANNING, MONITORING, AND APPRAISING JOB RESULTS; CONDUCTING TRAINING; IMPLEMENTING ENFORCING SYSTEMS, POLICIES, AND PROCEDURES.**
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* **CONTRIBUTES TO TEAM EFFORT BY ACCOMPLISHING RELATED RESULTS AS NEEDED**

**DURATION MAR 2010 DEC 2011**

**ISMAILIA EGYPT**

**Positions: SALES EXECUTIVE**

**Duties & Responsibilities**

* **Engage customers in order to provide to them what they need in terms of product and quality services**
* **Promote brands when instructed**
* **Maintain work area in terms of cleanliness and hygiene**
* **Communicate current product features and benefits to customers**
* **Provide administrative assistance to marketing department**
* **Contacted potential customers via telephone**
* **Identified customer needs and wants, and reacted aptly**



**EDUCATIONAL BACKGROUND / CERTIFICATION & ADDITIONAL TRAINING**

* **Diploma Field of Industry (2005)**
* **Master Blaster For achieving 145% from the personal target august 2017.**
* **Solitaire Gemological laboratories (SGL) Diamond Certification Training 2018.**
* **Best Service Performance outlet AWARD 2017 (Dubai Festival City) under Dubai Service Excellence Scheme in Jewelry Category.**
* **DSES Service Hero Award for Achieving 100% score during the DSES audit in the month of (July & October) 2018**



**EXTRA SKILL**

* **I feel responsible for my actions and to my work.**
* **Good team player.**
* **Quick leaner.**
* **Leadership capabilities**
* **Hardworking and can work under pressure**
* **Performs miscellaneous job-related duties as assigned**
* **Computer Literate.**
* **Excellent written and verbal communication skills**
* **attention to detail**
* **problem analysis and problem-solving**
* **customer service orientation**
* **information management**
* **creative**
* **reliability and integrity**



**LANGUAGES SKILLS**

* **English: read, write and conversation good.**
* **Arabic: mother tongue**



**DECLARATION**

**I hereby certify that the above information are true and correct to the best of my knowledge and belief.**

**Ibrahim**