

**Click here to Buy Cv Contact:**

<http://www.gulfjobseeker.com/employer/cvdatabaseservice.php>

**Ahmed**

Whatsapp: +971 50 4 75 36 86

Ahmed-399019@2freemail.com

**Professional Summary**



Bilingual professional with over 16 years of experience within retail management, sales, customer service and office management. Excellent communication skills in both Arabic and English with strong organizational abilities to work to deadlines. Adaptable personality who can work in various industries both in a team environment and alone to get the job done.

**Professional Experience**



**May, 2020 till Present**

**Stock Broker**

* Place sales phone calls to potential customers to educate them on services offered by the company.
* Provide market information to clients and organize trading support activities. Responsibilities commensurate with level assigned.
* Assist and execute orders for various financial services offered by the firm.
* Review all activity for accuracy of account information.
* Monitoring stock market performance on on-going basis.
* Ensure all trades are booked to front office position keeping system on the day they are executed.
* Reconcile daily and/or monthly reports, as assigned.
* Provide daily market information to be disseminated to clients through sales team.
* Ensure client general satisfaction and proactively seeks business with existing accounts.
* Assist in general administrative activity for the team (Account opening, AML investigations, Wire processing, Free Transfers, Account Maintenance, etc.

**Dec, 2019 till April, 2020**

**Bin Karam Furniture, Al Ain, UAE**

**Sales & Customer Service**

* Supervise and coordinates assigned retail sales functions and personnel under the guidance and direction of the showroom manager.
* Use independent judgment and discretion in retail sales functions and personnel matters.
* Schedules employees and ensures coverage throughout all business hours within budgeted matrix hours.
* Answer questions from showroom personnel on products and procedures.
* Keep sales personnel updated of new products, price, promotions, offers and other significant information pertaining to sales activities.
* Ensure sales representatives receive adequate training on new products to explain and demonstrate such products in an effective manner.
* Ensure that sales representatives adhere to all non-negotiable selling standards, and actively participate in sales promotions.
* Check, update and track inventory of available furniture pieces through company system.
* Authorize customer discounts when sale items weren’t delivered on time or with any damage.

**July 2017 till Oct 2019**

**Top Organization – Event Management, Jeddah KSA**

**Sales Supervisor**

* Responsible for revenue generation and also encouraging repeat business.
* Working closely with exhibition organizers, stand designers and contractors.
* Organize workflow and ensure that employees understand their duties or delegated tasks.
* Monitor employee productivity and provide constructive feedback and coaching.
* Follow up on the concepts and proposals approved by clients and put them into reality.
* Organizing trade fairs, conferences, group meetings, outing days, product launches.
* Managing all group rooms and banqueting processes and procedures.
* Coordinate and manage the set-up and production of the event on site, ensuring the delivery of a high quality event.
* Supervise and manage all suppliers and contractors working on location.
* Key liaison between client, event managers, in-house designers and other 3rd party vendors leading up to the event, ensuring that both client and event requirements are met.
* Maintaining a calendar of events for effective long term planning & management.
* Follow up with the suppliers and clients to settle all transaction payments.

**July 2014 to June 2017**

**Leader Health Care Co, Riyadh, KSA**

**Customer Service & Office Administrator**

* Answer and direct telephone calls
* Handle large amounts of paperwork and data.
* Work within a busy office environment, and support office teams in order to ensure the smooth running of day-to-day activities.
* Communicate clearly with work colleagues using emails.
* Maintain updated systems for filing, inventory, mailing, and databases
* Organizing, preparing agendas for, and taking minutes of board meetings.
* Ordering and maintaining office stationery and equipment.
* Booking travel and accommodation for senior managers
* Answering incoming calls in a professional manner
* Excellent knowledge of Word, Excel & other specialist database tools & software.
* Sending/receiving goods from/to the company's branches inside/outside KSA
* Responsible for Riyadh warehouse, which is not only used as a place to store the goods safely, but also distributing large shipments to the remote areas related to Riyadh region.
* Ensuring all shipments are processed accurately and on-time to the customer.
* Deliver the shipment to public and private sector hospitals inside Riyadh and get the temporary receiving note.
* Responsible for the cash collection of the private sector entities.
* Responsible for the petty cash, thus purchasing the office needs and supplies.

**Oct 2005 to April 2014**

**Mobinil (Orange), Egypt**

**Customer Center Team Leader**

* Shift team leader provides support to team members to deliver high level of service while leading customer center to achieve sales target.
* Coaching the team members, listening, asking focused questions, reflecting back, challenging, clarifying goals, agreed-upon results and acting as a role model.
* Motivating the staff by providing them with incentives, days out and other strategies to increase employee performance.
* Reporting for interruption with the system through sending e-mails to IT department.
* Responsible for closing the shift's daily stock and issuing sales reports.
* Report to direct manager all practices and operations, suggesting solutions for existing problems.
* Responsible for entry and exit of all products (lines, handsets, handset's accessories).
* Keeping the receipts and documents of the received/sent stock, arrange and file them regarding to their dates, type, shop and region.
* Store the products and items received in their designated place to avoid time wasted searching for items and general confusion.
* Day-to-day checking the quantity on the system and compare it with the physical quantity available in the stock room and the display.
* Following the store missing stock and directly inform the store manager.
* Monthly physical count to ensure that no missing items and prepare the damage sheet and items to be sent to the main warehouse.
* Issuing finance daily reports and sending a daily e-mail to the financial department after closing of cash and visa balances.
* Responsible for all cash issues especially for corporate accounts.
* Responsible for visa machine issues, review the daily transaction details, checking the ending balance; settle the batch to send all transactions to the bank.
* Solve problems of transactions on the system with different departments, free/paid.
* Responsible to solve cash problem resulting from transactions of team members.

**Sep 2002 to Sep 2005**

**Insultec Company LTD, Egypt**

**Office Administrator**

* Office administrator responsible for handling the paper work with the project management officers.
* Responsible for purchasing stationery items, office supplies and staff needs.
* Company official representative in front of customs committee, responsible for entrance and exit of fixed assets.
* Responsible for purchasing work shop needs and safety items for the labours.
* Responsible for the petty cash account.
* Filing copies of letters that sent/received to/from the top management and the project management.
* Attending the safety weekly meeting held by the project management, taking important notes and briefing the administrative team.

**Education**



2005

Microsoft Scholarship

Microsoft Office Specialist

2003

Alexandria University.

B.Sc. of Commerce (English Section) Major accounting

**Languages**



* Arabic : native language
* English: fluent (spoken & written)