

Holds a B. Sc. in Commerce and Business Administration (Major: Accounting) and has over 8 years hands-on experience working in sales.

## **PERSONAL DATA**

Nationality : Egyptian  
Birth Date : 20/05/1987  
Gender : Male  
Residence : 6<sup>th</sup> October City, Giza, Cairo

## **EDUCATION**

: B. Sc. in Commerce and Business Administration (Major: Accounting), New Cairo Academy, 2009

## **LANGUAGES**

Arabic : Native Language  
English : Very Good

## **COMPUTER SKILLS**

: Windows, MS Office, Internet  
: Oracle systems (POS, SIPL & Extra Net)

## **TRAINING COURSES AND CERTIFICATIONS**

: Basics of Electronics, RadioShack Corp., Mohandseen, Cairo, Egypt (Mar. 2013).  
: Product knowledge, RadioShack Corp., Mohandseen, Cairo, Egypt (Dec. 2012).  
: Customer delight, RadioShack Corp., Mohandseen, Cairo, Egypt (Oct. 2011).  
: Selling skills, Vodafone Egypt, Cairo, Egypt (Jun. 2010).  
: Product knowledge, Vodafone Egypt, Cairo, Egypt (Oct. 2009).

## **CHRONOLOGICAL EXPERIENCE RECORD**

**Dates** : From Oct. 2016 till now  
**Employer** : RadioShack Corp., 6<sup>th</sup> of October branch  
**Job title** : Store Manager

**Job Description** : 

- Ensure high levels of customers satisfaction through excellent service.
- Maintain outstanding store condition and visual merchandising standards.
- Ensure availability of merchandise and maintaining inventories.
- Meeting sales goals by training, motivating, mentoring and providing feedback to store staff.
- Deal with all issues that arise from staff or customers (complaints, grievances, etc.).
- Complete store operational requirements by scheduling and assigning employees; following up on work results.
- Maintain the stability and reputation of the store by complying with legal requirements.
- Conduct personnel performance appraisals to assess training needs and build career paths.
- Contribute to team effort by accomplishing related results as needed.

**Dates** : From Aug. 2015 till Oct. 2016

**Employer** : RadioShack Corp., Hyper one branch

**Job title** : Senior Sales Specialist

**Job Description** : 

- Greet the customer on counter with warmth, courtesy & personalized greeting.
- Ensure that the customer got all the needed service before leaving the counter.
- Provide strong & updated product knowledge & competition's offers awareness.
- Demonstrating products for customers & inventory management.
- Team leadership, coordination, training and supervision.
- Resolve customer complaints by investigating problems; developing solutions; preparing reports; making recommendations to management.
- Update job knowledge by participating in educational opportunities.
- Provide historical records by maintaining records on area and customer sales.
- Contribute to team effort by accomplishing related results as needed.

**Dates** : From Jun. 2013 till Aug. 2015

**Employer** : RadioShack Corp., 6<sup>th</sup> of October branch

**Job title** : Senior Sales Specialist

**Dates** : From Dec. 2012 till Jun. 2013

**Employer** : RadioShack Corp., 6<sup>th</sup> of October branch

**Job title** : Indoor Sales Executive

**Dates** : From Sep. 2009 till Dec. 2012

**Employer** : Vodafone Egypt, 6<sup>th</sup> of October branch

**Job title** : Indoor Sales Executive

**Job Description** : Do services for Vodafone customers and advise them by the best products by their usage or needs.

Achievements:

- Samsung recognition for my excellence sales performance (Mar. 2016).
- One of the top sales achievers for RadioShack Corp. in Egypt for 2014 (Jan. 2014 – Jul. 2014).
- Top Sales Executive for RadioShack's sales geographical area (Jan. 2014 – Jul. 2014).
- Top Sales Executive for RadioShack's sales geographical area (Jan. 2013 – Mar. 2013).

- Field of experience :**
- Expert in dealing with customers: selling retail products, following up & after sale services.
  - Proficient in handling customer service duties in a time managed manner, by using the personal communication skills in order to deliver the optimum customer satisfaction.
  - The ability to handle various work tasks and assignments perfectly during rush hours and restricted given time.
  - Familiar with all selling processes, issues and complaints which facilitate decisions and making it instantly in a way that suits the customer.