



ISLAM MOHAMED

ABOUT

Experienced sales and customer service I am looking for a full-time position in sales and customer service where I can apply my knowledge and skills for continuous improvement.

PERSONAL SKILLS

Inventory Control
Adaptive Team Player
POS & Cash Handling
Brand & Product Knowledge
Microsoft Office Interpersonal Skills
Complaint Resolution
Cross Selling / Up Selling
Building Customer Loyalty
Teamwork
Organization
Flexibility
Communication
Problem-solving

CONTACT

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PERSONAL DETAILS

Egyptian
Date Of Birth: Sep.10,1991
Religion : Muslim
Visa Status : Visit Visa
Passport NO: A25516970
Driving License : 3816021

LANGUAGE

Fluent In Arabic And Talk English

WORK EXPERIENCE

MAUZAN TRADING COMPANY L.L.C

Branch in Charge | December 2017 - June 2021

- Managing stock and inventory control, Team Leader, Monthly and Weekly
- Sales Reports, KPI's For the Staff and Store, Monthly and Weekly Time
- Sheet, Training Plan for New Staff, Handling Cash, Improve Profits.
- Daily operations and Motivating my team, Maintain knowledge of all vendor
- Products, Pricing, Options, Finishes, Details, Etc.

MAUZAN TRADING COMPANY L.L.C

Sales Associate| Cashier | May 2015 - December 2017

- Placing orders, Customer service, Merchandising, Stock control, Cash Control, POS/ERP Systems knowledge.
- Reporting to the manager basic sales and cashier duties, Resolving all customer complaints, Responsible for depositing money in the bank.

B.TECH

Salesman | March 2014 - December 2014

- Electronics department, client service, and engagement placing order stocking the store with advice to buyer provide customers with product information.

WASLA OUTSOURCING

Call center | November 2012 - February 2014

- Providing advice, information, and assistance to callers Making sure that all telephone calls are answered promptly.
- Calm frustrated or upset customers by providing excellent and friendly service, Following up with customers by calling them back.
- Involved in processing orders, forms, and applications.
- Having a professional and courteous manner at all times.
- Identifying and escalating priority issues or customer complaints.

EDUCATION

BACHELOR OF ARTS, MEDIA DEPARTMENT

El Minia University | 2008- 2012

TRAINING AND DIPLOMAS

Graphic Design Plus Diploma March 2012 | July 2012 Egypt
Customer Service Training May 2016 | Al Ain