

Amr Abd El Rahim El Desouky



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Address: U.A.E Abu Dhabi

Date of birth: 08 Aug 1994

Nationality: Egypton

Marital Status: Single

Military Service: Exempted

Driving License: Valid (Egypt)

Languages: Arabic (Fluent)

English (Very Good)



PROFILE

A confident, enthusiastic and a highly motivated person with excellent communication and interpersonal skills, organized smart and determinate person with an excellent approach to work, Hardworking reliable and committed person who can work under pressure, friendly, caring and able to work independently and meet targets effectively



EDUCATION

2016

B. SC of Commerce Accounting Department Mansoura University

General Grade: (Good) Al Mansoura – Egypt



CAREER SUMMARY

Sales Assistant, customer service and Call center at Kinokuniya

Bookstore at galleria mall in Abu Dhabi .

Des 2019 Till Now.

Responsibilities:

- Meet and exceed sales, people and stores.
- Ensure growth, higher sales conversions, and continuous improvement in other store performance indicators.
- Manage store offerings and retail discounts within established parameters.
- Develop and maintain a personal customer relationship, on an ongoing basis.
- Analyze business effectively to ensure customer continuity.
- Acquiring and sharing evolving market trends and competitive activities.
- Manage the daily operation of the store flawlessly.
- Ensure adequate stock levels at all times, and reduce out-of-stock situations.
- Accurately capture and present data and reports.
- Developing a cohesive, fully trained, and motivated team to provide customer service.
- Communication and team training on products, sales and the market while inculcating high levels of energy.
- Provide structured feedback to management on opportunities for continuous improvement.
- Adherence to operational standards and company policies.

Receptionist at Opso Restaurant in Dubai Mall.
Apr.2019 To Oct 2019

Responsibilities:

- Receiving visitors at the front desk by greeting welcoming.
 - Answering screening and forwarding incoming phone calls.
 - Receiving and sorting daily mail.
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Sales in British American Tobacco.
2016 To 2018

Responsibilities:

- Welcome and identify customer needs
 - Explain products and services to customers
 - Monitor inventory to ensure product is in stock
 - Enter and process customer orders
 - Investigate and resolve customer complaints
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International Co. For Perfumes & Cosmetics Egypt – Sales Employee at Clarks
2013 To 2016

Responsibilities:

- Sell retail products and services to customers.
- Work with customer's top finds what they want to create solution and insure a smooth sales process.
- Continuous review of the stock items within the branch and warehouse.
- Provide a detailed report of the daily deliverables at the end of the day and submit reports at the end of each week and month.



STRENGTHS

- ✓ Troubleshoot hardware
- ✓ Installing Operating Systems
- ✓ Technical Analysis
- ✓ Using different software tools
- ✓ Self-Motivated
- ✓ Hardworking
- ✓ Ability to work under pressure
- ✓ Ability to adapt to multinational environment
- ✓ Ability to communicate fluently in two languages (Arabic and English)
- ✓ Ability to adapt to rapid changes in technology
- ✓ Ability to learn new things fast
- ✓ Microsoft Office
- ✓ Internet Programs
- ✓ Network
- ✓ Typing