

**HOSSAM HAMDY****Mobile: +971 52 650 8653****700ssamoka@gmail.com****Career Objective**

To be a part of the company's growth and success through full delivery of my service and dedication to the assigned job. To gain exposure and experience in working in a company, which experience and knowledge learned can be applied and to have a job that suits the field of specialization.

Work Experience**Customer Service Supervisor****MENASCO Dubai****Arab Emirates****February 2019 – Up to Present****Responsibilities:**

- Motivated staff to perform at peak efficiency and quality.
- Responsible for the supervision of Premises / Casual Assistant
- Maintains stock inventory by checking stock to determine inventory level; anticipating needed stocks.
- Responsible for ensuring the safe and operation of all premises related to mechanical, electrical, heating services
- To take appropriate action to ensure and monitor proper safe levels with strong decision making
- Direct communications with the suppliers
- To ensure that the cleaning of the premises is in accordance with agreed specifications, either monitoring the performance of contractor staff or allocating and managing staff under the post holder's control; to undertake / manage arrangements for day-to-day cleaning not in the agreed contract and where variations to contract are required; to undertake / manage high level cleaning not in the contract

Sales Executive
Cleopatra Group
Egypt
June 2015 – July 2016

Responsibilities:

- Welcome client by greeting them, responsible for dealing with any customer inquiries about the product and services the company offers in person or on the telephone
- Maintaining cleanliness and orderly appearance throughout the shop.
- Recommend potential products or services to management by collecting customer information and analyzing customer needs
- Introducing promotions and cross selling products to increase purchase amount.
- Maintains stock inventory by checking stock to determine inventory level; anticipating needed stocks.

Academic & Professional Records

High School - Cairo, Egypt, September 2014

Skills & specifications

- Self-dependent and able to make right decisions.
- Easily establishes good relationships with other people.
- Hard worker and ability to organize, prioritize and work under extreme work pressure, heavy workload and deadlines.
- Strong Negotiation skills.
- Ability to handle multiple priorities simultaneously.
- Self-motivated, initiative, maintains a high level of energy.
- Tolerant and flexible, adjusts to different situations.
- Ability to work in a team and independently. Ability to communicate across a variety of disciplines and get along with people of different cultures and age groups.
- Management Skills, Influencing Leading, negotiation and delegating abilities
- Proficient in MS Office.

Personal Information

Date of Birth : 28th August,1996
Marital Status : Single
Religion/Nationality : Muslim/Egyptian
Language Known : Arabic, English
Current Address : Jebel Ali, Dubai United Arab Emirates
Visa Status : Residence Visa (Employment)

QUALIFICATION SUMMARY

A highly motivated and capable professional with a real passion having a 'HANDS ON' approach to all areas of work and possessing excellent organizational skills and administrative skills. A quick learner who can effortlessly fit into an existing established environment, Dedicated and hardworking with internal drive to deliver excellence. Tactical team builder with strong background in training and team development. Can handle pressure and have to devote time and effort just to complete a certain task/responsibility with an excellent english/arabic communication skills.

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