

AMR ABDELHAMID

**SOCIAL MEDIA MANAGEMENT
&
SALES MANAGER**

PERSONAL PROFILE

I'm Amr from Alexandria Egypt 16-02-1991
have my own UAE visa
have UAE drive license's and my own car
have 3 years UAE work experiences (Abu Dhabi
& Dubai)
living in JVC Dubai

WAYS TO REACH ME

Mobile Phone: (05) 12 65431
Email Address: amr.hamid.ah@gmail.com
Home Address: Jumeirah village circle , Dubai ,
lootha villa no. 7

EDUCATION

FACULTY OF PHYSICAL EDUCATION
ALEXANDRIA UNIVERSITY
SPORTS ADMINISTRATION
Graduation on MAY 2016

SKILLS

Microsoft power point, excel and word
Arabic Content
Key performance indicator
Digital Marketing —SEO- Social Media Marketing
Customer service
Navigation & retail pro

TRAVEL HISTORY

 **UNITED KINGDOM**
2011
 **TURKEY ITSANBUL**
2012 - 2014
 **UNITED ARAB OF EMIRATES**
2018


COURSES AND TRAINING

Service culture  **2010**

he basic definition for service culture is an environment where employees are obsessed with providing superior customer service to clients. This means going above and beyond the call of duty to ensure the people paying for your goods and services are delighted.

Digital Marketing  **2020**

Build a complete digital marketing growth strategy, launch campaigns across all channels, learn insider practical tips you can immediately implement and get certified by Google and the KHDA

Customer service  **2019**

Customer service is the provision of service to customers before, during, and after a purchase. The perception of success of such interactions is dependent on employees "who can adjust themselves to the personality of the guest

Sports event management

The Structure of Sport - James Allen, Director at Counsel Ltd
The Sport Business Environment - Dr Rob Wilson, Head of Department at Sheffield Business School
Sport for Development - Andy Reed, Director at SajeImpact and The Sports Think Tank

Sponsorship Supporting your career

Perform
Know Who the Good Sponsors Are
Raise Your Hand for Exposure Opportunities
Make Your Value Visible
Have Clear Career Goals

Business accelerator

Startup accelerators, also known as seed accelerators, are fixed-term, cohort-based programs, that include mentorship and educational components and culminate in a public pitch event or demo day.





AM-Social Media Management

freelance Own business

we interact with over 200 thousand people across our clients' social communities, and we've proven to be the best in building lasting relationships with thousands of social influencers and social outreach channels. Our innovative, evolving, and trendy social media management strategies coupled with expertise in all existing social platforms make us one of the most imaginative social media companies in Dubai. Build relationships and boost your brand awareness with our tailored solution for each organization and industry.

OUR CLIENT



PRISM MARKETING MANAEGMENT

Business Development

2020 - 2021

Make SEO Audit Reports
Write Arabic and English content and Arabic and English keywords
Qualifying leads from marketing campaigns as sales opportunities
Contacting potential clients through cold calls and emails
Presenting our company to potential clients
Identify client needs and suggest appropriate products/services
Customize product solutions to increase customer satisfaction
Build long-term trusting relationships with clients
Proactively seek new business opportunities in the market
Set up meetings or calls clients indoor-outdoor-zoom
Report to the agency owner on (weekly/monthly/quarterly) sales results
Stay up-to-date with new products/services and new pricing/payment plans

9th Floor, Conrad Office
Towers, Sh.Zayed Road, PO Box:
52308 Dubai, United Arab Emirates
Telephone : +971(4) 596 4040
ext. 305
Mobile : +971558500095

Dealing With



PIERRE CARDIN

Sales executive

2018 - 2020

send reports to head office and area manager
make pull back and inventory
Cashier
Receive and check the items from cargo
Customer complain
Make bill for tax free with planet app
Use Navision system for sale and inventory and search about items
Big experience with suits and shirts and woman fashion
have training course to announce raw materials ,leather, quality and customer service



Paris group company
PARIS GROUP
24th Floor Vision Tower, Business Bay,
P.O. Box 111999 Dubai – U.A.E.
Telephone : +97142328999 ext. 305
Mobile : +97156 9930429
Fax : +9714 232 8999



SEVENTY

SEVENTY Egyptian brand men wear
Address : first industrial zone .
Western extension 900 street piece 1-
block 20019 – obour city – qaliubiya
– Egypt

Phone/fax: +(02)46652813 /
+2(02)46652814
Mobile: +2(0100)3334490
Email: info@seventy-eg.com
http://seventy-eg.com/

SEVENTY

2014 - 2016

2016 - 2017

2017 - 2018

Develop business strategies to raise our customers' pool, expand store traffic and optimize profitability
Meet sales goals by training, motivating, mentoring and providing feedback to sales staff
Ensure high levels of customers satisfaction through excellent service
Complete store administration and ensure compliance with policies and procedures
Maintain outstanding store condition and visual merchandising standards
Report on buying trends, customer needs, profits etc
Propose innovative ideas to increase market share



ZARA
AZADEA

AZDEA HEAD OFFICE EGYPT
Address : Al Matar, El Nozha,
Cairo Governorate, Egypt
Phone/fax: +20 2 22679887

www.azadea.com

ZARA

Sales executive

2009 - 2010

Customer Service: Provides highest level of care to customers
Visual Merchandising: Consistently ensures the floor is fully stocked with merchandise Merchandises the store with the support of the visual merchandising team
Maintain outstanding store condition and visual merchandising standards
Report on buying trends, customer needs, profits etc
Propose innovative ideas to increase market share



Türkiye

Address: Rüstem Paşa, Erzak
Ambarı Sok. No:92, 34116 Fatih/
İstanbul, Turkey
Hours: Open · Closes 7:30PM
Phone: +90 212 513 65 97
Architectural style: Ottoman

Tourism Companies

Customer services , sales and tour guide

Takes charge of meeting clients at the airport, train station, or bus terminal
Ensures that tourists and travelers are comfortably settled in their hotels or resorts.
Explains the itinerary and schedule of the travel



Dar Marrakesh

(London) central London , edgy
ware road
Moroccan restaurant & shisha lounge
offering traditional cuisine in an
upbeat, casual setting.
Address: 422 Edgware Rd,
Marylebone, London W2 1EG, UK
Hours: Opens soon · 12PM

Phone: +44 20 7262 0560

Dar Marrakish

Café Administration

Coordinate daily Front of the House and Back of the House restaurant operations
Deliver superior service and maximize customer satisfaction
Respond efficiently and accurately to customer complaints
Regularly review product quality and research new vendors
Organize and supervise shifts
Appraise staff performance and provide feedback to improve productivity
Estimate future needs for goods, kitchen utensils and cleaning products
Ensure compliance with sanitation and safety regulations
Manage restaurant's good image and suggest ways to improve it
Control operational costs and identify measures to cut waste