



MOHAMED RAMZY ABOUALY

OBJECTIVE

To be a part of progressive organization in which I can contribute my knowledge and skills, as well as gain experience for the advancement of my career and my potentials and for the development of the organization, work effectively with people and acquire fulfilment in the field that I have chosen.

WORK EXPERIENCE HISTORY

SALES ADVISOR

➤ CAVALLO (Beauty and Fashion)

December ,2020 – Up to present
Dubai, U.A.E

➤ STEVE MADDEN

November, 2019 – November, 2020
Abu Dhabi, U.A.E

JOB RESPONSIBILITIES:

- ✓ Achieve the sales target and focus on increasing sales by using advanced sales techniques.
- ✓ Focus on selling and up selling.
- ✓ Provided exceptional customer service experience by greeting listening and assisting customer in exceeding their needs.
- ✓ Discuss with clients and give advices on general trends in beauty world and developments in luxury market, showing passion for beauty and fashion luxury products.
- ✓ Demonstrate a solid knowledge of brands and products.
- ✓ Monitor sales activities and generate a daily sales report.
- ✓ Ordering stock and testers and maintaining suitable inventory levels.
- ✓ Build and maintain customer relationships in order to build strong loyalty.
- ✓ Address customers' queries about products, prices, availability, product uses, and services.
- ✓ Communicate with customers to assess their needs, provide assistance in satisfying those needs and meeting or surpassing customers' expectations.
- ✓ Advise customers on product ranges best suited to their needs.
- ✓ Demonstrate usage and benefits of various Brands and products.
- ✓ Handle new launches, promotion of products and visual merchandising Stock Replenishment.
- ✓ Ensure stock replenishment at all times.
- ✓ Report stock shortages using the stock order form.
- ✓ Ensure stock receipt as per set procedures Other.
- ✓ Maintain cleanliness in area of responsibility.
- ✓ Follow all company procedures in ordering, cash handling and other.

BANK CUSTOMER SERVICE REPRESENTATIVE


ALAHLI BANK OF KUWAIT

Jan.2019 – October, 2019
Egypt

JOB RESPONSIBILITIES:

- ✓ Provide splendid customer services to customers in a friendly and courteous manner at all times

CONTACT

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Dubai, UAE

PERSONAL INFORMATION

Nationality: Egyptian
Date of Birth: July,13 ,1992
Gender : Male
Marital status: Single
Language : English, Basic Arabic
Visa Status : Employment Visa

SKILLS☆☆☆

- Good Communication Skills
- Excellent Customer service
- Excellent Sales Skills
- Product knowledge
- Effective listening Skills
- Negotiation Skills
- Organizational Skills
- Flexibility
- Confidence
- Team work
- Time management Skills
- Positive attitude
- Attention to detail

★ **Driving License Holder**
United Arab Emirates

- ✓ Have sufficient knowledge about the banking products and services and respond to all inquiries accordingly
- ✓ Improve customers' banking experience with the bank by ensuring that the customers are attended to promptly and all their challenges are resolved without delay
- ✓ Ensure that all the bank's policies and procedures, code of conduct and regulatory guidelines are strictly complied with in the process of discharging duties
- ✓ Inform and suggest new banking products to customers
- ✓ Provide information to customers on their account status and account balances
- ✓ Open new bank accounts according to laid down rules and guidelines
- ✓ Provide assistance to all other members of staff in other departments of the bank
- ✓ right quarters for effective resolution
- ✓ Continuously update skill by participating in professional trainings, go for courses as instructed by management and be willing to contribute acquired knowledge to the development of the back.

REAL ESTATE SALES EXECUTIVE

TALHAT MUSTAFA REAL ESTATE

Jan. 2017 – December ,2018

Alexandria

JOB RESPONSIBILITIES:

- ✓ Oversee the promotion of property sales on advertisement media and listing services
- ✓ Meet with prospects and clients interested in properties to offer them real estate deals
- ✓ Communicate with clients to identify their requirements and choice of property
- ✓ Oversee the preparation and approval of documents such as purchase agreements, and lease contracts
- ✓ Coordinate the closing of property deals to ensure vital documents are signed and payment received
- ✓ Oversee arrangements to give prospective buyers the view of a property before closing deals
- ✓ Conduct the inspection of a property to ensure the terms and conditions of sales are met before closing sales deals
- ✓ Conduct surveys to identify price of competing properties on the housing market
- ✓ Ensure compliance with housing laws and policies when conducting property deals
- ✓ Monitor the property market to identify individuals with interest in property to convince them and secure a brokering deal
- ✓ Maintain contact with clients to have opening to discuss future business prospects
- ✓ Participate in seminars, conferences, and events to improve on existing job knowledge and expand personal network.

EDUCATIONAL BACKGROUND

- **Business Administration Major Management and Finance.**
Canadian International College

DECLARATION

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

MOHAMED RAMZY ABOUALY