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PERSONAL SUMMERY

A reliable, trustworthy and conscientious customer service / supervisor sales / cashier who is able to multi-task, handle pressure, work as part of a team and most importantly inspire customers to make a purchase. With infectious enthusiasm and an inspirational style, I have extensive experience of the retail industry to develop superb organizational, problem solving and sales skills. I'm an exceptional person who can explore new territories and push existing limits in the search for sales. I'm currently looking for a suitable opportunity with a company that will not only challenge my professionally but also allow me to develop my knowledge & potential further.

PERSONAL EXPERIENCE:

- Able to help customers and meeting the requirements.
- Fully aware of security issues concerning stock in relation to shoplifting, leakage and theft.
- Ready and able to work individually or within a team environment.
- Good with numbers, and able to use modern computerized equipment and specialist retailing software.
- Able to maintain high standards of display & visual merchandising to ensure the store is well presented.
- Able to promote a store and its products through effective marketing activities like leafleting etc.
- Able to accurately describe a product features and benefits to a customer.
- Ability to take ownership of issues and to work alone with little or no supervision.
- Extremely organized with a high level of attention to detail.
- An unwavering commitment to customer service, with the ability to build productive relationships, resolve complex issues and win customer loyalty.
- Strategic-relationship/partnership-building skills -- listen attentively, solve problems creatively, and use tact and diplomacy to find common ground and achieve win-win outcomes.
- Providing customers, a personalized, friendly and efficient cashiers service.

ACADEMIC QUALIFICATIONS

- **University** : Munofia University - Egypt .
- **Graduate** : Faculty of Commerce.
- **Graduation date**: 2011.

CAREER HISTORY

Vodafone Egypt (from 2011 to 2013)

Call center agent

Duties:

- Providing advice, information and assistance to callers.
- Attempting to resolve all enquires on first contact with the caller.
- Making sure that all telephone calls are answered promptly.
- Dealing with a customer's queries, requests, orders or complaints.
- Research required information for callers using available resources.

Landmark Group / E-Max Electronics L.L.C UAE (2013 till now)

- **Sales From 2013 :2015**
- **Senior Sales From 2015: 2016**
- **Assistant Supervisor From 2016:2017**
- **Department In charge from 2017 Till Now**
- **Customer Service In charge from 2017 till now**
- **Cashier Assistant from 2015 Till Now**

Duties: -

• **Sales:**

- Serving customers at the sales counter.
- Offering face to face advice to customers on the store's products.
- Maximizing store revenue by suggesting upgrades, insurance and add-ons to customers.
- Processing returns and refunds as required in line with company procedures.
- Occasionally being responsible for the store's security including being its key holder.
- Using the stock management system to log, check, locate and move stock both in and out of the store.
- Responsible for the daily management of the till in the absence of the line manager.

• **Customer service:**

- Maintaining a positive, empathetic and professional attitude toward customers always.
- Responding promptly to customer inquiries. Maintaining a positive, empathetic and professional attitude toward customers always.
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- Communicating with customers through various channels.
- Acknowledging and resolving customer complaints.
- Knowing our products inside and out so that you can answer questions.
- Processing orders, forms, applications, and requests.
- Keeping records of customer interactions, transactions, comments and complaints.
- Communicating and coordinating with colleagues as necessary.
- Providing feedback on the efficiency of the customer service process.
- Managing a team of junior customer service representatives.
- Ensure customer satisfaction and provide professional customer support.
- Manage large amounts of incoming calls.
- Generate sales leads.
- Identify and assess customers' needs to achieve satisfaction.
- Build sustainable relationships and trust with customer accounts through open and interactive communication.

• **Cashier:**

- Managing cash and payment systems in accordance with company procedures and policies.
 - Taking payments from customers via cash, cheques and credit cards.
 - Entering purchases into a cash register then calculating the total purchase price.
 - Responsible for the accurate and timely allocation of cash.
 - In charge of daily cashbook management and bank reconciliations.
 - Banking a large volume of cheques and cash daily.
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LANGUAGES:

- Mother_tongue: Arabic
- Fluent speaking and writing: English

REFERENCES:

- Available upon request.