

CURRICULUM VITAE



Personal Details

Mahmoud Ahmed Abd elfatah ghanem

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- Nationality: Egyptian
- D.O.B: 19/07/1986
- Location: Ajman,
- Marital status: Married
- Passport No:16916365
- Date of expiry:22/11/2022
- Visa status: Resident

Personal Skills

- Leadership
- Motivation
- Planning & Organizing
- Analytical Thinking.
- Service Quality
- Team Quality.
- Teamwork
- Communication.
- Attention to
Details Sales Skills

Career Objectives

I would like to apply for your respective company wishing for a fruitful cooperation with your company to achieve mutual goals.

My target is delivering Total Satisfaction to my Superiors and customers in any field I' am working on which will be achieved by persistence, dedication, and consistency.

Qualifications

- Bachelor of high Education (social society Dept.)

Summary of skills

- Enjoy teamwork, working with other staff in the workplace and working within groups.
- Easily adaptability to environment.
- Good personality.
- Self-motivated with excellent problem solving.
- Hardworking and trust worthy.
- Excellent communication
- Ability to develop myself.
- Work in minimal supervision.

Languages

- Basic: Arabic
- Extra language: English

Experience

1. Reem Prive (Luxury Perfume)

Working as Store Manager from Feb2020 to Sep 2020.

2. Landmark Group: (Steve madden MOE)

Working as Store manager from Nov 2018 to June 2019.

3. ALDO APPAREL GROUP LLC (UAE)

Working as Store manager from SEP 2016 to Oct 2018.

4. ON TIME Watches Brand:

Working as senior sales associate on Aug 2015 to Aug 2016.

5. ALDO APPAREL GROUP LLC (UAE)

Working as sales associate in Alain on Sep 2011 to July 2015.

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Main Responsibility : Store Manager

1. People Management:

- Follow up shop team through conducting daily meeting to discuss sales achievement vs. target and distribute roles to reach objectives.
- Train new and old team on how to handle customers in addition to product knowledge in terms of features and benefits.
- Set shop team attendance schedules according to business needs and follow up implementation.
- Manage all inter shops transfers and communicate properly to area manager
- Assess team performance and do the required PDP (Personal Development Plan) and assure training implementation.
- Handle team grievances and disciplines

2. Sales Management:

- Set targets for team daily/weekly/monthly.
- Motivate team to achieve their individual and store targets, and determine top and low performers
- Analyze shop and brand performance and take necessary action with approval from area manager.
- Support all marketing activities

3. Customer Service:

- Demonstrate six steps with outstanding customer service and be a role model for team.
- Handle customer complaints.
- Provide appropriate after sales service to all customers
- Provide feedback to area manager about customer needs.
- Ensure to keep all promises made to customer.
- Enhance the customer service provided to customer through shop team

4. Stock Efficiency:

- Ensure appropriate stocks of products are available
- Conduct inventory of products as per standards and ensure accuracy
- Ensure all transfers in and out are accurately recorded as per policy
- Ensure stock safety (cabinets and stockrooms)

5. Product and Visual Merchandising:

- Ensure team is aware of product and the brands handled and communicate features to customers properly.
- Ensure windows displays, shop graphics and POS materials as per guidelines
- Check products proper arrangement on the shelves and tables

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6. Shop Administration:

- Ensure all policies and procedures are followed properly
- Ensure all financial and banking work is completed accurately
- Ensure cleanliness, safety and security of store is given high importance
- Ensure all returns, exchanges are made according to policy
- Ensure right in-store-ambience and all furnishings and fixtures are maintained in accordance with maintenance team
- Handle shop expenses vs. budget

Strength point

- Well versed Knowledge in Computer and Internet Usage.
- Good communication Skills.
- Enjoy the work and spirit of Cooperation.
- Ability to adapt to Conditions.
- Hardworking and creative.
- Willingness to take Responsibilities.
- Positive Attitude and Team Spirit.
- Belief in my abilities.
- Time management.

Reference

If given the right opportunity to work under your kind control I assure you sir/madam that I can discharge duties to the satisfaction of my superiors and I state that above mention data are totally true according to mine acknowledge.

- Thanks for your consideration.