



## Khalid Mesmoudi

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### OBJECTIVE CAREER:

Aiming to seek an employment that would fit my capabilities and to take opportunities to further enhance my skills and experience in other field and discipline that will enhance in my personal growth and development.

### SKILLS:

- Make customer feel valued, welcomed and accepted.
- Understand the mindset of a customer.
- Be patient with demanding customers.
- Excellent organization skills.
- Enthusiastic, motivated and willing to learn.
- Flexible with working hours.
- Attention to detail and ability to accurately record information.
- Ability to organize and priorities a busy diary.
- Good literacy and numeracy skills.
- Can handle large amounts of cash efficiently and accurately.
- Effective time management and be able to priorities.
- Computer literate, able to use Word, Excel.
- How to plan for interviews and prepare a plan for visits.
- Technical methods and techniques to overcome famous objections from clients.
- Technical methods and methods to successfully complete the interview.

### WORKING EXPERIENCE:

**COMPANY** : MAJID AL FUTTAIM (Carrefour Hyper Market, Safer Fujairah Mall.)

**POSITION** : Sales agent

**DURATION** : 3 years

## Sales agent Duties and Responsibilities

- Present, promote and sell products/services using solid arguments to existing and prospective customers.
- Establish, develop and maintain positive business and customer relationships.
- Reach out to customers leads through calling.
- Expedite the resolution of customer problems and complaints to maximize satisfaction.
- Achieve agreed upon sales targets and outcomes within schedule.
- Coordinate sales effort with team members and other departments.
- Continuously improve through feedback.
- Thoroughly learned the company's product offerings and contributed to an increase in monthly sales.
- Successfully assisted customers with product selections and purchases.

**COMPANY : MAJID AL FUTTAIM (Carrefour Hyper Market, Safer Fujairah Mall.)**

**POSITION : CASHIER , STOCKER**

**DURATION : 2 years**



## Cashier Duties and Responsibilities

- Smile and greet the customer.
- Inform customer of deals and promotions.
- Receive payments by cash, credit cards, vouchers etc.
- Count money in cash drawers at the beginning of shifts to ensure that amounts are correct and that there is adequate change.
- Maintain clean and orderly checkout areas.
- Issue trading stamps, and redeem food stamps and coupons.
- Resolve customer complaints.
- Answer customers' questions, and provide information on procedures or policies.
- Process merchandise returns and exchanges
- Ensure to have enough change like small notes and coins.
- Avoid customer complaints and shortages.
- Make sure that the customer will satisfy the service before leaving the cash counter,
- For reconciliation, compute and handover all cash sales credit cards and vouchers to vault staff personnel.
- Thanks and invite the customer again.

## Stocker Duties and Responsibilities

- Utilize the company's inventory software.
- Comparing the check in products and deliveries to outstanding purchase order.
- Collaborate with purchasing group to determine when products are missing from deliveries and contact vendors in regards to damaged products.
- Properly display of products. ( FIFO)
- Work closely with Order Pickers to make sure that each packaged order has the correct amount and types of products.

- Perform routine maintenance checks of the warehouse area and perform cleanup or simple repair duties when needed.

### **AWARDED AND TRAININGS ATTENDED:**

- Certificate of best cashier from 2016-2019
- Training certificate of customer care

### **EDUCATIONAL BACKGROUND:**

- Tertiary – University of kutopia specialized in tourism and hotels ( 2008-2011 )
- Secondary – Salahuddin Ayoubi Morocco Marrakech ( 2004-2008 )
- Primary – Al Jaht primary School Morocco Marrakech ( 1999-2004 )

### **PERSONAL INFORMATION:**

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**DATE OF BIRTH** : 09 APRIL 1991  
**NATIONALITY** : MOROCCO  
**RELIGION** : MUSLIM  
**LANGUAGES** : ARABIC, ENGLISH & FRENCH  
**VISA STATUS** : EMPLOYMENT VISA

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

**KHALID MESMOUDI**  
Applicant.