

# Adel Abd ELHaliem Ibrahim

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## Job Title ...

He receives customers and directs customers to the sections appropriate to their needs within the retail store and provides accurate information such as product features, prices, warranty services, and after-sales services for the products, as well as answering customer questions about specific products or services. The job requires excellent communication skills and the ability to achieve the required sales percentage. The ability to provide solutions to customer complaints

## Core Proficiencies ...

The person responsible for direct selling to the end user of products by purchasing the goods that the consumer needs from factories and wholesale places and selling them in smaller quantities, to reach the buyer

The retailer is the link or intermediary between wholesalers and consumers. In addition, he is the one who displays the goods in an order that attracts customers, mentions the features of the goods and how to use them

## Experience

**April2019 - Oct2023** • **Assistant Manager .. KFC Fried Chicken .. Egypt**

**April2018- April2019** • **Shift Supervisor .. KFC Fried Chicken .. Egypt**

- ✓ Receiving customers and directing them within the store departments
- ✓ Provide accurate information such as product services, prices and after-sales
- ✓ Wait with customers regarding products and services
- ✓ Show comparisons between products and additional features to encourage customers to purchase
- ✓ Preparing and preparing various promotional offers
- ✓ Supervising the consistency of storage operations and quantities displayed on the shelves
- ✓ Supervising the procedures for returning and replacing products
- ✓ Coordinate with the retail sales team to provide excellent customer service, especially during peak times
- Assist the manager in organizing, planning and implementing various strategies
- ✓ Coordinating operations within the organization, including sales and payments
- ✓ Ensure specified timelines are met
- ✓ Follow up and help achieve goals by employees

**Aug2016- April2018** • **Cashier .. Carefour .. Egypt**

**March2014- Jul2016** • **Cashier .. KFC Fried Chicken .. Egypt**

- ✓ Receiving customers when entering or leaving the store
- ✓ Manage transactions with customers using cash registers
- ✓ Review and inspect merchandise and ensure pricing accuracy
- ✓ Inventory and collect payments whether in cash or credit cards
- ✓ Issuing receipts, refunds or changes
- ✓ Redeem coupons and purchase vouchers
- ✓ Monitor and follow up on the available stock of products and place an order for new products before stock runs out
- ✓ Resolving customer complaints, guiding them and providing necessary information

**May2013- Feb2014** • **Waiter .. Intercontinental Hotel .. Egypt**

**Feb2012- April2013** • **Waiter .. Mondial Hotel .. EGY**

- ✓ Providing excellent customer service that ensures customer satisfaction
- ✓ Receiving customer orders and ensuring the accuracy of orders before delivering them to the kitchen staff
- ✓ Communicating with chefs and conveying order details accurately for implementation
- ✓ Delivering food and drinks to customers in record time
- ✓ Responding to all inquiries asked by the client and providing recommendations that suit him
- ✓ Providing detailed information about the food and drink menus provided by the restaurant
- ✓ Collecting the bill after the customer finishes eating

## Education & Credentials ...

Bachelor of Commerce (Accounting)  
Mansoura University .

2016

## Training and Courses ...

- ✓ A training course to enhance your professional competence and change management in the organization
- ✓ Good marketing tools and methods
- ✓ Advanced sales methods and strategic thinking
- ✓ Recent trends in retail sales systems
- ✓ Modern trends in preparing general management plans

## Behavioral competencies

- ✓ The ability to arrange the stages of the project and organize the tasks required of the team in a way that suits their capabilities
- ✓ Manage time accurately and estimate the amount of time each task consumes without being extravagant or skimpy
- ✓ Logical and analytical thinking, which enables each problem to be solved at the lowest costs, in the quickest time, and in a scientific manner
- ✓ Team management and the leadership personality that manages every situation efficiently, no matter how difficult it is
- ✓ Effective communication with colleagues, craftsmen, and workers to complete the item in an acceptable manner

## Skills ...

- ✓ Proficient using the following programs .. ERP System, Al-Ameen & QuickBooks
- ✓ The skill of organizing and planning daily work
- ✓ The ability to work under pressure and face difficulties and problems
- ✓ Computer skills and its applications
- ✓ Ability to plan and organize business effectively and manage financial projects efficiently
- ✓ Leadership skills, directing and motivating the financial team to achieve common goals and sustainable growth of the organization
- ✓ Flexibility and adaptation to emerging changes and challenges in the financial environment and developing financial ideas in an intelligent manner for the benefit of the institution

## Principal subjects/Occupational skills covered

- ✓ Ability to think critically and analytically.
- ✓ Proficiency in communicating verbally or in writing.
- ✓ Possessing advanced skills in mathematical transactions.
- ✓ Ability to predict monthly, quarterly and annual results.
- ✓ Good knowledge of everything related to the process of approving or rejecting budgets
- ✓ Comprehensive knowledge regarding risk management procedure
- ✓ The ability to devise appropriate solutions to different problems
- ✓ The ability to analyze financial data, manage cash flows, and accurately understand financial numbers and information.
- ✓ The skill of paying attention and focusing on the smallest details of financial liquidity, how to comply with applicable financial laws and regulations, and the application of international accounting standards.

## Languages ...

Arabic .. Native      English .. Fluent

## Others ...

Driving license : EGY