AHMED EL-REFAEY

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OBJECTIVE

Experienced store supervisor with proven track record in driving sales through effective team leadership. Expert in inventory management, merchandising and customer service, with strong communication skills.

KEY COMPETENCIES

- Customer Service Skills
- Trustworthiness
- Problem Solving
- Excellent communication skills
- Attention to detail
- Sales Skills
- Proactive and self-motivated
- Exceptional organizational skills

PROFESSIONAL EXPERIENCE

Galhoum market   **2020 - 2024**
Store supervisor, Egypt
- Managed a team of retail associates, ensuring productivity and efficiency in daily operations.
- Implemented effective communication strategies resulting in increased customer satisfaction
- Maintained store inventory by ordering new items as needed.
- Assisted customer in resolving queries and complaints effectively

Awlad Ragab market, Egypt   **2018 - 2020**
Stock keeper
- Classify, store and tag items in the warehouse on a daily basis as per shop procedures
- Participate in the inventory of product and report the end-of-day inventory status to shop manager
- Receive merchandize, count it physically and electronically in order to ensure accuracy of information.

Panda hypermarket, KSA   **2016 - 2018**
store supervisor
- Managed a team of employees ensuring that they were trained, scheduled and performing effectively.
- Handled customer enquiries and complaints, ensuring high levels of customer satisfaction
- Monitored stock levels and managed inventory to prevent shortage or overstocking

Panda hypermarket, KSA   **2015 - 2016**
Sales assistant
- Implemented customer requirements
- Prepared merchandise for display
- Assisted customer with purchase decisions

EDUCATION & CERTIFICATIONS

Bachelor of Physical Education

Cairo University, Egypt

LANGUAGE

English
Professional working proficiency

Arabic
Native or bilingual proficiency