

# Ayman Gomah

## Sales Associate

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☎ (971) 564837901

📍 Sharjah, UAE

## **OBJECTIVE**

To be able to share and expand my acquired knowledge and work collaboratively with team members to achieve common goals while maintaining responsibility and commitment.

## **EDUCATION**

HIGH SCHOOL: 2010 - 2012

INDUSTRIAL HIGH SCHOOL: 2012 - 2014

ELECTRICITY DIVISION COLLEGE OF TECHNOLOGY: 2014 - 2016)  
ELECTRIC POWER GRIDS DIVISION

## **SKILLS**

Strong communication.

leadership and management skills

Ability to work under pressure

Computer literate

Time management

Problem solver

## **WORK EXPERIENCE**

### Sales Associate

#### **Khair Zaman -Egypt**

MAY 2022 – JUNE 2023 | Menofia, EG

- Greet customers as they enter the store.
- Answer customer questions and assist with requests.
- Restock and organize merchandise on the sales floor.
- Resolve customer complaints and issues in a timely and professional manner.
- Execute purchases and returns at the cash register while checking for accuracy.

#### **Customer Service Representative**

##### **UAE EXCHANGE COMPANY – KUWAIT**

January 2021 - January 2022 | KUWAIT.

- Oversee branch operations, including customer service, security, sales transactions and exchange rates•
- Recommend the best rates for clients to remain competitive in the market•
- Establish exchange rates and communicate rates to and direct other staff accordingly•
- Manages subordinates' staff in the day-to-day performance of their jobs•
- Ensures that branch goals are met and adhering to approved budgets.

## **MARKETING EXECUTIVE**

##### **UAE EXCHANGE COMPANY – KUWAIT**

November 2018 - December 2020 | KUWAIT

- Communicate with target customers and build and develop customer relationships.
- Maintain and update customer database.
- Help with marketing plans, advertising, direct marketing and campaigns.

## TEAM LEADER

### CINNABON – KUWAIT

April 2016 – November 2018 | KUWAIT

- Set clear team goals and lead the team.
- Act as call center agent and provide an excellent service to the customers.
- Assist the guest with pleasant manner Always deliver high quality of service.
- Act with the team and support them always Listen to everyone and lead the team when manager is not in duty.
- Handle complaints well and provide appropriate solution.

### PERSONAL DETAILS

**NICKNAME:** Ayman

**BIRTHDAY:** January 25, 1994

**AGE:** 30 years old

**GENDER :** Male

**CIVIL STATUS:** Married

**NATIONALITY:** Egyptian

**FATHER NAME:** Ibrahim Gomah

**MOTHER NAME:** Sahar Al Shanwani