



ABDULAZIZ MOHAMED

EMPLOYER AT CARREFOUR

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📍 DUBAI, UAE

WORK EXPERIENCE

Carrefour UAE - Supermarket Operations

2021 - Present

Employer

- Coordinating the receipt and distribution of goods in various sections of the store.
- Preparing orders to ensure the continuous availability of products.
- Organizing promotional events and discounts to increase sales and attract customers.
- Monitoring and updating the accounting system and daily financial reports.
- Developing and implementing new strategies to enhance customer experience and satisfaction.

7 - Day's Restaurant , Egypt

Jan 2019 - Jan 2020

Chef Assistant

- Assisting in preparing cooking ingredients, such as cutting vegetables and preparing basic components.
- Assisting in cooking food and preparing meals according to the chef's instructions.
- Assisting in cleaning cooking utensils and tools after use.
- Providing assistance in organizing work schedules and distributing tasks among the kitchen team.
- Adhering to food safety and cleanliness standards at all times.
- Working efficiently with the kitchen team to ensure meals are prepared perfectly .

7 - Day's Restaurant , Egypt

Jan 2018 - Jan 2019

Waiter

- Welcoming customers and guiding them to appropriate seats.
- Presenting menus and explaining the specials and dishes to customers.
- Taking orders from customers and forwarding them to the kitchen.
- Serving food and beverages in a polite and professional manner.
- Following up with customers to ensure satisfaction with the meal and meet their needs.
- Organizing bills and collecting payments from customers.

Teran Hotal , Sharm El Sheikh, Egypt

Jan 2017 - Jan 2018

Chef Assistant

- Assisting in cooking food and preparing meals according to the chef's instructions.
- Providing assistance in organizing work schedules and distributing tasks among the kitchen team.
- Adhering to food safety and cleanliness standards at all times.
- Working efficiently with the kitchen team to ensure meals are prepared perfectly .

Personal details

Date of birth

September 9, 1994

EDUCATION

Mansoura University _ 2017

Bachelor of Social Service

Languages

Arabic: Mother Tongue

English: Very good

Qatar

Supervisor of Laborers

- Organizing and directing daily work operations for laborers to ensure efficient task execution and timely completion.
- Assigning tasks and prioritizing them for laborers, guiding them to work in an organized manner.
- Monitoring the performance of laborers and providing necessary guidance and training to develop their skills and increase their efficiency.
- Providing assistance and resolving problems that may arise during the execution of laborers' tasks.

Etisalat, Egypt

Call Center Agent

- Receiving and redirecting incoming calls from customers and providing effective support and assistance.
- Providing accurate and comprehensive information about the company's services and products to customers.
- Recording customer complaints and directing them to the relevant departments for prompt and efficient handling.
- 6. Offering suggestions to improve customer services and enhance call center operations.

ACHIEVEMENTS AND CERTIFICATES

Upskilling Fishery Frontline Program course, Oct 2023

Employee of the Month (Smashable Champion) at Carrefour,

appreciated by Mr. Mohamed Abdelhameed Tawfik, Majid Al Futtaim.

Certificate of Attendance from Majid Al Futtaim Retail Business School:

Issued by: Callum Meechen, Head of Retail Business School, Majid Al Futtaim.

Retail Customer Excellence Program , Nov 2022

Certificate of Completion from Majid Al Futtaim Retail Business School

SKILLS

- Providing exceptional customer service, addressing inquiries, resolving complaints, and ensuring customer satisfaction.
- Leading and motivating teams towards achieving common goals, proficient in delegating tasks, providing guidance, and fostering a positive work environment.
- Adapting to changes in environments and situations, effectively managing time and meeting deadlines in a fast-paced work environment.
- Skilled in building positive relationships and contributing to team success.
- Building relationships and establishing positive relationships with colleagues and customers.
- Negotiating to achieve specific goals and achieving alignment between different parties.
- Analyzing data and extracting patterns and trends to make informed decisions.
- Organizing activities and managing time effectively to achieve goals efficiently.
- Interacting effectively with individuals from diverse cultures and building collaborative relationships.