



# HATEM ABDELRAHMAN GOMAA

United Arab Emirates Ajman

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## Objective

Results-driven retail professional with over 7 years of experience in sales currently worked customer service Executive at Lulu Hypermarket in Ajman. Proven ability to lead teams, boost sales, and ensure top-tier customer satisfaction across various sectors including electronics and fashion. Skilled in complaint resolution, inventory management, and marketing coordination

## Experience

February/2022 -  
May 2025

### **Lulu hyper market in Ajman**

Customer service Executive

I work as customer service executive, follow up the openings of all new branches, train people on how to deal with the customer well and respond to all the company's customer service emails.

Our goal is to make a smile on the face of each client, solve all his problems and provide him with good assistance.

5 years experience

August/2018 -  
January/2022

### **Lulu hyper market in Dubai**

Sales Executive

• Achieving Sales Targets: Developed and executed sales strategies to meet and exceed revenue goals, with a focus on increasing sales and expanding the customer base.

Building Customer Relationships: Established and maintained strong, long-term relationships with clients by providing exceptional service and understanding their unique needs..

January/2016 -  
May/2018

### **FedEx Express Heliopolis-Egypt Cairo**

Data Entry and Supervisor

Registering orders, coordinate and communicate directly with customers and arrange packages for the department assigned to the specified area. Communicating with customers to coordinate the receipt of packages in a real and appropriate time, to ensure that there are no complaints from customers, and following up with representatives in delivering packages and satisfying customers

## Education

2009

### **Diploma Minya Egypt Minya**

ICDL COURSE

3.5

## Skills

- Customer problem solving
- Relationship Management
- Retail & Sales Management
- Microsoft office

## Languages

- English & Arabic

**Personal Details**

- Date of Birth : 01/10/1992
- Marital Status : Married
- Nationality : Egyptian
- Gender : Male
- Driving Licence : Dubai Driver Licensense : 73318