



Mena Nasrat Heshmat

Assistant Branch Manager

Personal Info

I have been working now for more than a year in the field of sales. I am thirsty for a lot of experience and development. I have a great ability to give in the place I am in and I make every effort to convey the extent of my competence.

Personal Info

Name: Mena Nasrat Heshmat.

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Tel: +971523303648.

Birth:1/6/2000 **Nationality:** Egyptian

Marital status: Single

Visa Status: Resident Transferable visa

Location: Sharjah United Arab Emirates.

Education

Bachelor of Business Administration Department.

grade: acceptable

October Higher Institute of Engineering and Technology

2018-2022 in Egypt

Experience

• (5/2023-11/ 2024) – (RIZ Group electronics) - Assistant Branch Manager.

- Supervise daily branch operations to ensure organizational goals are met.
- Support the Branch Manager in developing strategic plans and achieving sales and service targets.
- Manage and develop the team through training and guidance to enhance performance.
- Monitor and analyze performance reports to ensure operational quality and efficiency.
- Deliver exceptional customer service and efficiently resolve issues to enhance customer satisfaction.
- Manage financial resources and inventory to ensure continuity of operations.
- Ensure compliance with internal and external regulations and policies
- Organizing adisinctive show room
- Working on the cashier and system
- Explanation of the special offers in the installment and banking section
- Follow price changes and paste them on products

(1/ 2021-9/ 2021) – (Ube Office) - customer service desk.

- Effective Communication: Ability to express yourself clearly and professionally over the phone.
- Active Listening: Skill in understanding customer needs and listening carefully.
- Patience: Dealing with angry or frustrated customers calmly and respectfully.
- Empathy: Ability to understand customer feelings and provide solutions that suit their needs.
- Typing Speed: To document conversations and record data during calls.
- Problem Solving: Providing quick and effective solutions to ensure customer satisfaction
- Complaint Management: Handling complaints professionally and turning negative situations into positive ones.
- Ability to work under pressure: Maintaining quality service even during peak times.
- Achieve or exceed monthly and annual sales targets.
- Provide personal advice to customers on choosing the right perfumes and cosmetics for them.
- Keep up to date with the latest fashion and beauty trends to provide up-to-date advice.

- Build strong relationships with customers to ensure their return and repeat visits.
 - Arrange products on shelves in an attractive and organized manner to increase sales
 - Ensure the display area is constantly clean and organized.
 - Work on placing promotional offers and discounts in an eye-catching manner.
 - Monitor inventory levels and request missing products when needed.
 - Follow up on expiration dates of cosmetics to ensure quality.
 - Participate in promotional campaigns and launch new products.
 - Work on the cashier, system, banking machines and accounts
- **(6/ 2019-12/ 2020) – (Christina Group Perfumes, accessories and makeup owner) - Sales Man**
- Achieve or exceed monthly and annual sales targets.
 - Provide personal advice to customers on choosing the right perfumes and cosmetics for them.
 - Keep up to date with the latest fashion and beauty trends to provide up-to-date advice.
 - Build strong relationships with customers to ensure their return and repeat visits.
 - Arrange products on shelves in an attractive and organized manner to increase sales
 - Ensure the display area is constantly clean and organized.
 - Work on placing promotional offers and discounts in an eye-catching manner.
 - Monitor inventory levels and request missing products when needed.
 - Follow up on expiration dates of cosmetics to ensure quality.
 - Participate in promotional campaigns and launch new products.
 - Work on the cashier, system, banking machines and accounts

Skills

1. **Customer Service Skills:**
 - Ability to interact with customers professionally and courteously.
 - Understanding customer needs and providing suitable solutions.
 - Building positive relationships with customers to enhance loyalty and trust.
2. **Sales and Negotiation Skills:**
 - Achieving monthly and annual sales targets.
 - Presenting products and services in an appealing manner.
 - Persuading customers to purchase products based on their needs.
3. **Time Management and Organization:**
 - Effectively organizing daily tasks to ensure quick and accurate service.
 - Maintaining the cleanliness and organization of the workspace and products.
4. **Product Knowledge:**
 - Comprehensive understanding of the products and services offered in the branch.
 - Ability to explain product features and benefits to customers.
5. **Teamwork Skills:**
 - Collaborating with team members to achieve branch goals.
 - Contributing to a positive and supportive work environment.
6. **Problem-Solving Skills:**
 - Handling customer complaints and resolving them quickly and effectively.
 - Thinking on your feet to find solutions to problems during work.
7. **Flexibility and Adaptability:**
 - Responding to changes in the work environment and sales pressures.
 - Delivering exceptional performance even during peak times.

• **Language Skills:**

- Arabic
- English