



Eslam Mohsin Ebrahim

Team Leader

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📍 Dubai

About Me

I am a results-driven professional with a passion for leading retail sales teams. With a proven record of surpassing targets, I prioritize effective communication and teamwork. My leadership style fosters a positive work environment, emphasizing individual growth. I bring a deep understanding of sales strategies and a commitment to delivering exceptional customer service. Excited about the opportunity to contribute to your retail success, I am confident in my ability to lead and drive results.

Education

2014

Elshahid major general Rifaat Ashour, Dakahlia
High School

Skills

- Cash Handling
- Accuracy
- Communication
- Customer Service
- Product Knowledge
- Organization and Attention to Detail
- Leadership
- Team Collaboration

Summary

A retail sales associate team leader manages and guides a team to achieve sales targets and provide excellent customer service in a retail setting. Responsibilities include overseeing daily operations, training staff, and fostering a positive work environment. Strong communication and leadership skills are crucial for success in this role, with the ultimate goal of optimizing team performance and contributing to overall retail success.

Experiences

08/2022 - 11/2023

Team Leader

MAF Carrefour Hypermarket |Dubai

- **Sales Leadership:** Achieved consistent sales target surpasses, driving a Maximum revenue increase.
- **Training and Mentorship:** Successfully trained and mentored team members for enhanced workforce skills.
- **Customer Satisfaction Focus:** Improved customer satisfaction scores through impactful service initiatives.
- **Inventory Management Expertise:** Implemented efficient inventory control, optimizing sales opportunities.

07/2021 - 08/2022

Store Associate & CCO in charge

MAF Carrefour Hypermarket |Dubai

- **Cash Lead:** Efficiently managed cash operations, reducing transaction times and enhancing customer satisfaction.
- **Training Pro:** Developed training programs for cashiers, focusing on customer service and transaction accuracy.
- **Customer Service Star:** Provided exceptional service, exceeding customer satisfaction targets consistently.
- **Visual Merchandising Pro:** Maintained appealing displays, contributing to increased sales and a dynamic shopping environment.
- **Efficient Inventory Management:** Managed inventory, restocked shelves, and conducted audits, minimizing stockouts and ensuring an organized store.