



# 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.