

ESLAM MOHSEN

TEAM LEADER

CONTACT



+971504335705



eslammohsin798@gmail.com



<https://www.linkedin.com/in/eslam-mohsin-162118267/>



United Arab Emirates , Dubai

SKILLS

experience as a Retail sales

basic pc knowledge

Leadership

STRONG COMMUNICATION AND TIME MANAGEMENT.

EXCELLENT CUSTOMER SERVICE.

TEAM WORK.

EDUCATION

High School

Elshahid major general Rifaat Ashour, Dakahlia

2013-2015

LANGUAGES

English

arabic

PROFILE

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.

WORK HISTORY

Maijd Al Futtiam Group-UAE

team leader sales associate

2021-2023

Team Leadership

- Spearheading the team towards the attainment of ambitious sales objectives through strategic planning and effective management.

Motivation and Development

- Cultivating a high-performance culture by continuously refining the skill set of team members through targeted training programs. Inspiring and motivating the team to consistently exceed performance benchmarks

Enhancing Customer Experience

- Elevating the overall customer experience by actively engaging with clients, comprehending their unique needs, and orchestrating tailored solutions that foster satisfaction and loyalty.

Personal Skills Improvement

- Continuous refinement of personal sales proficiency, embracing adaptive techniques, and attaining an intricate understanding of nuanced customer requisites

Influence on Strategy

- Playing a pivotal role in shaping and optimizing comprehensive sales strategies, thereby contributing substantively to the overarching success and performance enhancement of the company.

customer services & CCO in charge

2020-2021

Cash Lead

- Efficiently managed cash operations, reducing transaction times and enhancing customer satisfaction.

Training staff

- Developed training programs for cashiers, focusing on customer service and transaction accuracy

Enhancing Customer Experience

- Developing and implementing strategies to enhance the overall customer experience across all touchpoints.

Customer Service Management

- Directing and supervising the customer service team to ensure the delivery of high-quality and efficient customer service.

Data Analysis

- Utilizing data analysis to understand customer needs and expectations, and improving operations based on insights gained from these analyses.

Communication with Senior Management:

- Providing regular reports to senior management on customer satisfaction levels and the achievement of set goals