



# ELHUSSEIN EID ELASRAG

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🇪🇬 Egyptian    🧑 Single    🙂 Male

## SUMMARY

Dynamic Sales Associate with experience in furniture and fashion retail environments. Proven ability to drive sales, enhance customer satisfaction, and manage cash transactions efficiently. Skilled in product knowledge, inventory management, and visual merchandising. Adept at building strong customer relationships and delivering exceptional service. Proficient in using point-of-sale systems and handling high-volume transactions. Dedicated to meeting sales targets and contributing to team success.

## PROFESSIONAL EXPERIENCE

01/2020 – present

### **CUSTOMER SERVICE** **AMERICAN HOSPITAL**

#### **Job Duties & Responsibilities:**

- Efficiently and courteously handling customer inquiries.
- Promptly and professionally resolving issues and complaints.
- Providing accurate information about products and services.
- Recording and tracking complaints and reports accurately.
- Compiling regular reports on service performance and customer satisfaction.

01/2015 – 12/2019  
Doha, Qatar

### **Sales Associate / Cashier** **Roma Furniture**

#### **Job Duties & Responsibilities:**

- Welcome and greet every customer warmly, delivering excellent customer service.
- Identify customer needs through effective questioning; confidently recommend and demonstrate appropriate products.
- Recommend complementary products at every sales opportunity and successfully close sales.
- Process customer payments accurately, issue receipts, and provide professional cash point service.
- Handle customer complaints professionally and efficiently, escalating to management when necessary.
- Demonstrated product features and benefits to enhance customer understanding.
- Organized and maintained visually appealing product displays per store guidelines.

01/2012 – 12/2014  
Egypt, Cairo

**Sales Associate/Cashier**

MISS SHE Fashion

**Job Duties & Responsibilities:**

- Greet and assist customers, ensuring their needs are met in a timely and professional manner.
- Perform up-selling and cross-selling to meet customer needs and achieve sales targets.
- Handle cash register operations and transactions accurately.
- Maintain a clean and organized shop floor and shelves.
- Educate clients on product features, benefits, and brand quality standards.
- Advise customers on product ranges suited to their needs and answer queries.
- Resolve customer complaints or escalate when necessary, ensuring exceptional service.

**EDUCATION**

12/2011  
Cairo, Egypt

**High School Diploma Commercial Law,**

Completed coursework in Commercial Law, gaining a comprehensive understanding of legal principles related to commerce, contracts, and business transactions.

**ACHIEVEMENTS**

- Achieved a 95% customer satisfaction rating through attentive service and personalized recommendations.
- Consistently surpassed monthly sales targets by 20%, demonstrating strong customer engagement and product knowledge.
- Organized the store display effectively, improving its quality and attracting more customers.
- Spent extra hours studying products, enhancing my knowledge and ability to provide precise guidance to customers, resulting in increased sales.
- Improved product display with clear signs and better placement, increasing sales by 15%. Kept the store spotless, impressing customers and managers alike.

**SKILLS**

- Inventory Management
- Attention to Detail
- Sales Management and Target Achievement
- Excellent Customer Service and Strong Communication
- Building Relationships and Listening Skills and Problem Solving

**LANGUAGES**

English: Advanced

Arabic: Fluent

**DECLARATION**

I hereby certify that the above information is true and correct to the best of my knowledge and beliefs