

KARIM ABOU HAMDAN

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Address: **Dubai _ United Arab Emirates**



Objective:

Results-oriented Sales Floor Associate with deep understanding of sales principles and customer service practices. Self-motivated individual with strong desire to succeed and meet goals. Outgoing and friendly, quickly establishing rapport with customers that encourages repeat business.

Work Experience

Store Associate & Duty in Charge (Majid Al Futtaim _ Carrefour) Dubai 2022 till present

- Assisting clients and offering the best customer services as per the company policies.
- Implementations of the guidelines and marketing plans.
- Updated product labelling and promotional pricing.
- Completed comprehensive store opening and Closing procedures.
- Train new employees to deliver standard service to our customers.
- Provides product information to customers & assist their needs.
- Build a strong relationship with team members, store management and customers
- Ability to work on flexible schedule, including holidays, events and festive periods.

Customer Service Advisor (Al Boraq telecom) Syria_ 2019 – 2022

- Offered detailed advice on product and service benefits.
- Handled request with friendly, knowledgeable service and support, continually achieving positive customer feedback.
- Oversaw training and mentoring of new team members, promoting productivity and quality service.
- Helping new staff acclimate to customer service team and monitor strategies for success.
- Shared customer feedback and suggested improvements to enhance team performance.
- Maintained excellent client satisfaction by providing in-depth support.

Sales Representative at (OFF Fashion) Syria 2018 _ 2020

- Delivering service standards as per the companies and departments standards
- Ensure all customers are greeted warmly and friendly as per standard procedures
- Create customer satisfaction by providing fast service and friendly genuine hospitality
- Meeting individual revenue targets (sales) on the shop floor on daily basis
- Provides product information to customers & assist their needs, Use open-ended questions to determine customer needs.
- Meets and exceeds sales target, sharing results with line manager on daily basis
- Build a strong relationship with team members, store management and customers.

- Consider every customer as loyal customer by delivering excellent service, sales skills and product knowledge
- Receiving stocks and ensure new collections are correctly displayed following merchandizing guidelines.
- Ability to work on flexible schedule, including holidays, events and festive periods

HIGHLIGHTS OF QUALIFICATION ▼

- ✓ Good management skills communication and listening skills
- ✓ Knowledge of policies and procedures of the assigned department
- ✓ Undertaking all necessary administrative work (corresponding, phone calls, time management ... etc..).
- ✓ Handle all guest, customer requests and complaints in positive way and courteous manner.
- ✓ Able to understand and carry out instructions
- ✓ Self-motivated, developed strong organizational
- ✓ Eager to learn and apply new information and skills
- ✓ Able to do multi-task
- ✓ Very good Team Player Awards and Acknowledgements

Education:

Bachelors of Science in Psychology (2018)
High-school Certificate _ Syria (2016 – 2018)

Additional Certifications

Certificate of attendance (Majid Al Futtaim)-retail business school.
Certificate of completion (Majid Al Futtaim) -retail customer
UAE Driving license

Personal Information:

Nationality: **Syrian**
Date of birth: **March 27/2003**
Language: **Arabic and English**
Visa Status: **Employment Visa**