



# Mahmoud Mohamed Mohamed Roushdy

Dubai , Barsha

mahmudrshdy@gmail.com | +971508241208 | DoB: 09/16/1991

I am seeking a job opportunity where I can fully utilize my skills, talents, and education to contribute to the company's success and growth, while also benefiting personally and professionally.

## Professional Experience

### Care Service Egypt

07/20 - 10/23

#### Financial Administrative Employee

- Analysis check and deduction
- Organize and schedule appointments
- Plan meetings and take detailed minutes
- Update and maintain office policies and procedures
- Handling administrative requests and queries from senior managers
- Schedule in-house and external meetings

### Bim Market Egypt

01/19 - 07/20

#### Branch Manager

- Assess local market conditions and identify current and prospective sales opportunities
- Bring out the best of the branch's personnel by providing training , coaching , and motivating
- Plan meetings and take detailed minutes
- Assist in the preparation of regularly scheduled reports
- Act as the point of contact for internal and external clients

### Bim Market Egypt

11/18 - 01/19

#### Branch Manager Assistant

- Coordinate daily customer service operations (sales processes , orders , and payments )
- Track the progress weekly , monthly quarterly and annual objectives
- Assist the retail store manager in planning and implementing strategies to attract customers
- Evaluate employee performance and identify hiring and training needs
- Monitor and maintain store inventory
- Create reports , analyses retail data ( revenues. Expenses , and competition)
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### Bim Market Egypt

03/18 - 11/18

#### Sales In Door

- Achieve agreed upon sales targets and outcomes within schedule
- Coordinate sales effort with team members and other departments
- Establish, develop and maintain positive business and customer relationships
- Perform cost-benefits and needs analysis of existing/potential customers to meet their needs
- Supply management with reports on customer needs , problems, activities, and potential for new products and services

**Vodafone Egypt**  
**Customer Service**

**04/16 - 03/18**

- Manage large amounts of incoming phone calls
- Identify and assess customers needs to achieve satisfaction
- Provide accurate , valid and complete information by using the right methods /tools
- Meet personal customer service team sales targets and call handling quotes
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits ; and follow up to ensure resolution

**Royal City Hotel**  
**Receptionist**

**08/14 - 01/16**

- responsible for taking care of guests and customers.
- Checking guests in and out
- Entering financial informations into data base
- assist in organizing work documents and firm logistics.

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**Education**

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**Benha university**  
**Bachelor Degree - Fair**

**09/09 - 06/13**

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**Key Skills**

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- Microsoft office
- Presentation skills creativity, communication skills
- Numerical ability analytic skills and logical reasoning convincing skills
- Sebel (oracle)