

Mohamed Fawaz

Sales Man,Call Center

Summary

Looking for an exciting and dynamic role where I can utilize my skills and experience to drive tangible results. Passionate about joining an organization that fosters a culture of innovation, continuous learning, and personal growth..

Education

Bachelor Degree Of Education

form [Tanta University](#)

Sept 2017 – May 2021

I graduated From The Faculty of Education, French Department..

Experience

Ansar Mall

form [Sales Man](#)

Jun 2023 – Continue

- Greet and approach customers promptly. •Provide personalized advice and recommendations. •Provide detailed information on product specifications, usage, and maintenance. •Assist customers in making purchasing decisions. •Resolve customer complaints and issues promptly and professionally. •Follow up with customers to ensure satisfaction and encourage repeat business. •Keep track of stock levels and ensure products are well-stocked and displayed. •Ensure the sales floor is clean, organized, and visually appealing. •Provide feedback to management on customer preferences and sales trends. .

Makka Shop For Watches

form [sales Man](#)

Mar 2021 – Feb 2022

- Greet and welcome customers warmly as they enter the store. •Engage customers in conversation to understand their needs, preferences, and budget. •Build rapport to create a comfortable and enjoyable shopping experience. •Demonstrate various watch models, highlighting their features, benefits, and unique selling points. •Provide detailed information on watch materials, movements (e.g., mechanical, quartz, automatic), and styles (e.g., dress, sport, casual). •Suggest additional products or services that complement the watch purchase, such as extra straps, cases, or maintenance kits. •Provide

Contact

DOB:
04.07.1999

Nationality:
Egyptian

Gender:
Male

Skills

Communication Skills

★ ★ ★ ★ ★

Teamwork

★ ★ ★ ★ ★

Customer Service

★ ★ ★ ★ ★

Problem Solving

★ ★ ★ ★ ★

Language

Arabic

English

French

Reference

Hamam Ismail

- Real Estate Agent
- Ansar Mall
- +971 52 777 4525

after-sales service, including assistance with warranty claims, repairs, and adjustments. •Assist in inventory counts and reordering of popular or limited stock items. •Set up and maintain attractive watch displays, ensuring they are clean and organized. •Share customer insights, feedback, and effective sales strategies with the team..

Al Hussini HYPER MARKET

form [Call Center](#)

Jan 2020 – Jun 2021

- Answer incoming calls and respond to customer inquiries about products, services, store locations, hours of operation, and policies.
- Provide assistance with product information, availability, and pricing.
- Resolve customer complaints and issues efficiently and professionally, ensuring customer satisfaction. •Assist customers with placing orders over the phone. •Provide information about new arrivals and special offers. •Conduct surveys and follow-up calls to measure customer satisfaction and gather insights. •Work closely with other departments, such as logistics, inventory, and billing, to resolve customer issues.
- Prepare reports on call center performance, customer issues, and feedback. •Share product and service information with customers confidently and accurately. •Provide solutions and alternatives to customers to resolve their concerns effectively. •Handle customer inquiries and support requests through various channels, including phone, email, live chat, and social media. .