

Mohamed Hesham

Personal dossier

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- Date of Birth : 1 May 1991
- Nationality : Egyptian
- Driving License : Available

Summary

Sales, Customer Service, and Hospitality professional with over 15 years of diversified experience across the UAE, Saudi Arabia, and Egypt. Proven track record in retail supervision, restaurant management, logistics coordination, and customer engagement. Known for maintaining high service standards, solving customer issues efficiently, and enhancing operational workflow. Strong organizational skills with the ability to manage inventory, lead teams, and optimize customer satisfaction. (Cashier _ Pizza Maker _ Burger Maker _ Barista Coffee)

Education

Bachelor University : Nursing Institute

Training Courses

- Level 2 Certificate in IT User Skills (ICDL & Computer Skills)
- Microsoft Office
- Microsoft Windows
- Internet Tools
- Hygiene Training Course and Food Safety Standards
- Customer Service Training Course
- First Aid Training Course
- Fire Safety and Control Training Course

Experience

Grandiose Supermarket, Dubai.

(Jan 2023 - Aug 2024)

- Stocker (Fruits & Vegetable)
- Maintained excellent customer relationships
- Responded to customer inquiries and special requests
- Provided assistance with product details
- Managed inventory levels and replenishment
- Ensured hygiene and food safety standards
- Handled and resolved customer complaints

Shawerma Location, Damac Hills 2 Community Centre, Dubai.

(Sep 2021 to Sep 2022)

Restaurant Supervisor

- Supervised daily operations and ensured high customer service quality
- Ensured hygiene, cleanliness, and safety compliance
- Managed inventory and procurement
- Led and scheduled team activities
- Controlled revenue and costs

Abu Al Saud Hypermarket, Egypt.

(2020 - 2021)

Storekeeper

- Received and inspected incoming stock
- Maintained accurate inventory records
- Organized and labeled storage areas
- Delivered materials as needed
- Complied with safety and storage regulations

Sonbolet Alforat Company, Egypt.

(2019 - 2020)

Sales Supervisor

- Trained team on product knowledge
- Solved customer issues and ensured satisfaction
- Met sales targets and reported performance
- Implemented sales strategies and analyzed market trends

Grab Elhawy Store, Egypt.

(2017 - 2019)

Data Entry Clerk

- Entered and updated invoices and receipts
- Maintained confidentiality of data
- Updated product prices and descriptions
- Verified purchase orders and invoices

La Fontaine Hotels & Resorts, Jeddah & Al-Khobar, Saudi Arabia.

(2014 - 2016)

Front Office/Guest Relations

- Managed check-in and check-out process
- Addressed guest inquiries and complaints
- Ensured room readiness and coordinated with housekeeping
- Managed guest accounts and prepared reports

Suzuki Saudi Arabia.

(2011 - 2013)

Warehouse Logistics Coordinator

- Monitored inventory of auto parts
- Received and dispatched goods
- Processed customer orders efficiently
- Maintained warehouse organization and safety

Al-Masoudi Sanitary Ware Company, Saudi Arabia.

(2008 - 2010)

Sales Representative

- Assisted customers and identified their needs
- Promoted and sold products
- Provided technical product support
- Followed up with customers and resolved issues
- Prepared sales reports

Skills

personal Skills

- Positive attitude and high level of professionalism
- Conflict resolution and problem-solving ability
- Leadership and staff supervision
- Strong attention to detail
- Time management and multitasking
- High level of emotional intelligence and customer empathy

Technical Skills

- Microsoft Office (Word, Excel, Outlook)
- Inventory Management Systems
- Data Entry & POS systems
- Email Communication Tools
- Basic Database Updating and Management
- Internet Navigation & Online Research

Language

- Arabic : Native
- English : Good