

Mohamed Ibrahim Santbay

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Summary

Dedicated and results-driven sales and customer service professional with 8 years of experience in delivering exceptional customer experiences and achieving sales targets. Adept at understanding customer needs, building strong relationships, and providing tailored solutions to enhance satisfaction and drive loyalty. Proficient in product knowledge, effective communication, and problem-solving, with a proven track record of success in both sales and customer support environments. Committed to continuous improvement and delivering value to clients and the organization.

Education

Higher Institute of Computers and Information, Tanta

Aug 2012 - Sep 2016

Experience

Tommy Hilfiger Egypt
Sales Executive

Nov 2022 – 2024

- Understand customer needs and required to generate successful sales.
- Handling all kind of payments cash, credit cards and Vouchers.
- Maintain a professional attitude according to commitment.
- Develops products knowledge by reading vendor tags and advice the clients how to take care of the purchased products.
- Using effective communication approaches that include proactively keeping all the team informed.
- Ensure high levels of customer satisfaction through excellent sales service.
- Maintain in-stock and presentable condition assigned areas.
- Keep shelves and fixtures organized and fully replenished.

National Bank of Egypt, Tanta
Direct Sales Agent

Feb 2022 - Sep 2022

- Meeting Sales Goals: As a direct sales representative, your primary objective is to meet or exceed weekly, monthly, and yearly sales quotas.
- Researching Competing Products: Understand competing products in the market to effectively position your company's offerings.
- Demonstrating Product Features: Showcase the features and benefits of the products to potential customers.
- Contacting Leads and Setting Appointments: Reach out to leads and schedule appointments for product presentations.

Landmark Group, UAE, Dubai

Dec 2016 - Nov 2021

Senior sales Associate Retail at pablosky

- Supporting Staff on the Sales Floor:
Assist the store manager in ensuring smooth operations on the sales floor.
Train and guide team members to provide excellent customer service.
Help resolve customer complaints and address any issues promptly.
- Administrative Duties:
Inspect inventory shipments to maintain proper stock levels.
Handle paperwork related to inventory transactions, damages, and employee

scheduling.

Keep daily records of store sales, deposit logs, and new hire paperwork.

- Sales and Marketing:
Collaborate with the store manager to achieve sales targets.
Set up advertising displays and arrange merchandise to promote sales.
- Inventory Management:

Maintain proper inventory controls and bulk counts.
Facilitate inventory transactions as guided by senior management.
- Security and Closing Procedures:
Ensure the store is secured at closing (doors locked, alarms set, safes locked)

Brand House, Tanta

Feb 2014 - May 2016

Sales Associate

- Welcoming Customers: When customers enter the store, Sales Associates greet them warmly and create a positive first impression.
- Product Knowledge: Staying knowledgeable about the range of products or services offered by the company.
- Product Recommendations: Helping customers find specific products based on their needs and preferences.
- Upselling: Recommending related products to enhance the shopping experience and provide additional options.
- Product Education: Explaining the benefits, features, and proper usage of products to achieve the best results.
- Order Processing: Accepting and processing orders, operating the point-of-sale (POS) register, and handling returns.

Skills

Computer skills.

- Microsoft Office (Excel –Visio – Access Word – PowerPoint)
- Emailing Skills (Outlook) Social media skills

Language skills.

- Arabic (Mother Tongue)
- English (Excellent)

Interpersonal skills.

- Communication skills.
- Hard worker.
- Critical thinking and problem- solving.
- Passionate and excellent team player.
- Time Management.
- Handling stress under pressure

Personal Information

- Date of Birth: 02/10/1993
- Military Status: Exempted
- Nationality: Egyptian