

Mustafa Hassan

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Sales Associate

Sales | Business Development | Client Relations | Multilingual

Dynamic and results-oriented Business Development professional with over 3 years of experience in exceeding sales targets through strategic prospecting, negotiation, and client relationship building. Skilled in crafting and implementing business strategies, building and nurturing client relationships, and analyzing market data to drive business growth. Fluent in Arabic and English, with a proven track record in the retail industry and strong proficiency in cross-cultural communications.

WORK EXPERIENCE

LC WAIKIKI - Alexandria - Egypt

Jun, 2023 - Mar 2024

Sales Associates

- Surpassed sales goals by effectively communicating product features and benefits, upselling, and closing transactions.
- Built and maintained customer relationships, converting window shoppers to buyers.
- Promoted loyalty programs to drive repeat sales and customer retention.
- Ensured optimal visual presentation and stock layout to attract customers.
- Accurately handled POS transactions and maintained adherence to company policies.

Miniso- Alexandria - Egypt

Jul, 2022 - May, 2023

Retail Specialist

- Assisted customers with inquiries, provided product information, and resolved concerns.
- Fostered positive customer relationships through personalized service and follow-up communication.
- Monitored and managed inventory levels, ensuring product availability and adherence to visual merchandising guidelines.
- Efficiently processed payments, including issuing receipts, refunds, and change.

H&M- Alexandria - Egypt

Jul, 2021 - May 2022

A Junior Sales Consultant

- Assisted customers with clothing selection, style advice, and sizing information.
- Processed transactions accurately, adhering to loss prevention policies.
- Collaborated with team members to execute sales promotions and communicate product information.

[first and last name]

[phone number or email address]

EDUCATION

Alexandria University

Bachelor's degree in accounting | Alexandria University | 2020

PROFESSIONAL SKILLS

- **Business Development:** Crafting and implementing strategies to amplify brand reputation and outreach.
- **Client Relations:** Building and nurturing relationships with clients, including individuals, educational institutions, and corporate bodies.
- **Communication:** Exceptional verbal and written communication skills in Arabic and English.
- **Sales Strategy:** Proven track record in achieving and surpassing sales targets through strategic planning and execution.
- **Market Analysis:** Analyzing market data to gauge business development efficacy and suggest iterative improvements.
- **Presentation Skills:** Crafting compelling presentations and proposals that resonate with potential clients.
- **Negotiation:** Acumen for negotiation and persuasion to achieve mutually beneficial outcomes.

VOLUNTEER EXPERIENCE

Resala - Alexandria - Egypt

Jul 2019 - Aug 2019

A charity

- participated in charity activities, combating hunger and supporting families in need.
- Prepared and distributed meals, gaining valuable insights and perspectives on community service.

Languages

Fluent in Arabic (Reading, Writing, Speaking)

Fluent in English (Reading, Writing, Speaking)