

# NAGY SAMIR BOTROS



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Fluent in English and Arabic

Valid Visa Till 26 October 2024

Valid Driving License



## PROFILE

Dynamic and results-driven Sales Executive with over **16 years** of experience in customer service and retail sales. Adept at building lasting relationships with customers, surpassing sales targets, and maintaining exceptional customer satisfaction levels. Recognized for outstanding performance, scoring 100% in mystery shopper assessments for two consecutive years. Highly skilled in upselling, cross-selling, and managing inventory for top brands. Proactive, solution-oriented, and a strong team player with a track record of fostering long-term customer loyalty.

## CAREER HISTORY

### Senior Sales Executive

*Marks & Spencer, Al Futtaim, UAE*

**July 2011 - Present**

- Consistently exceeded sales targets by up to 20% through tailored customer service and effective use of advanced sales techniques.
- Delivered exceptional customer experiences, achieving 100% in mystery shopper assessments in both 2012 and 2013.
- Specialized in upselling and cross-selling, increasing the average transaction value by 15% year-over-year.
- Handled new product launches and promotions, ensuring seamless coordination between visual merchandising and inventory management.
- Maintained strong, long-term relationships with customers, contributing to a 30% increase in repeat business.
- Managed stock replenishment and ensured the highest hygiene and cleanliness standards across the store.
- Led a team during peak periods, fostering collaboration and ensuring sales targets were met.

### Sales Representative

*Spinneys, Sharjah, UAE*

**June 2008 – June 2011**

- Boosted store performance by maintaining full stock levels and ensuring premium product placement.
- Provided personalized assistance to customers, consistently receiving positive feedback for service excellence.
- Conducted daily stock checks and implemented expiration date monitoring, ensuring product quality.
- Contributed to a 15% improvement in overall store efficiency by streamlining inventory processes.
- Participated in hygiene and food safety courses, ensuring compliance with health standards.

### Quality Controller

*National Company for Tube Aluminum, Egypt*

**June 2003 – March 2008**

- Oversaw the production line, ensuring that all products met stringent quality control standards.
- Supervised all stages of production, including compressor and screw quality checks, material insulation, and final product inspection.

- Enhanced production efficiency by introducing step-by-step quality checkpoints, reducing defect rates by 10%.

### **Sales Representative / Debt Collector**

*Saint Mark Furniture Shop, Cairo, Egypt*

**May 2002 – June 2003**

- Achieved a 20% increase in sales by providing excellent customer service and building rapport with clients.
- Assisted customers with orders, product knowledge, and post-sales support, ensuring satisfaction and repeat business.
- Efficiently collected outstanding payments from customers, reducing the company's debt ratio by 30%.
- Managed daily sales transactions and maintained accurate financial records.

## **EDUCATION**

- **Bachelor of Arts in History**– El-Minia University, Egypt 2003

## **Skills**

- **Sales Expertise:** Proficient in advanced sales techniques, including upselling, cross-selling, and customer relationship management.
- **Customer Service Excellence:** Proven ability to maintain high levels of customer satisfaction and loyalty.
- **Inventory Management:** Skilled in stock replenishment, merchandising, and ensuring product availability.
- **Communication:** Strong interpersonal and communication skills in both English and Arabic.
- **Computer Skills:** Proficient in MS Office (Word, Excel, PowerPoint, Outlook), with a working knowledge of sales software.
- **Team Leadership:** Able to motivate and lead teams during high-demand periods, ensuring targets are met.

## **Achievements**

- Awarded **Employee of the Month** at Marks & Spencer in July 2013 for exceeding sales targets and delivering exceptional customer service.
- Recognized for scoring **100% in mystery shopper assessments** in both 2012 and 2013.
- Increased customer retention at Marks & Spencer by 30% through proactive relationship-building and excellent service.
- Completed Hygiene and Customer Service training at Marks & Spencer and Spinneys, ensuring adherence to industry standards.

## **ADDITIONAL TRAINING**

- **Hygiene for Retail Industry:** Completed comprehensive hygiene training at Spinneys in 2009 and refresher courses at Marks & Spencer in 2012.
- **Customer Service Courses:** Completed multiple customer service training sessions at Al Futtaim Training Centre (2012).
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## **STRENGTHS**

- **Result-Oriented:** Proven ability to achieve and surpass sales targets while maintaining excellent customer service standards.
- **Adaptability:** Flexible and highly adaptable to multicultural environments and new challenges.
- **Problem-Solving:** Strong decision-making and analytical skills, with the ability to quickly resolve customer issues.
- **Attention to Detail:** Focused on ensuring high-quality standards in both customer interactions and product management.
- **Self-Motivated:** Able to work independently or as part of a team, with little to no supervision.