

RAMEZ REDA AHMED MOHAMED GAD

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PERSONAL DETAILS

Date of birth: 11/07/1985
Gender: Male
Nationality: Egyptian

PROFILE SUMMARY

With over 19 years of experience in retail management, sales leadership, and customer service, I excel in driving operational efficiency and team performance. My expertise includes managing store operations, optimizing inventory, and leading sales teams to exceed targets. I am skilled in resolving customer issues, training staff, and implementing strategies to enhance productivity. My proactive approach and strong communication skills ensure seamless business operations and high customer satisfaction.

EDUCATION

Industrial diploma **2005**
Egypt

SKILLS AND STRENGTHS

- Retail Operations Management
- Inventory Control Systems
- Sales Performance Analysis
- Customer Relationship Management
- Cash Handling Procedures
- Team Training Programs
- Leadership and Motivation
- Effective Communication
- Problem-Solving Abilities
- Customer Service Excellence
- Team Collaboration Skills
- Time Management Efficiency

WORK EXPERIENCE

F&B Supervisor **Jun 2021 – Feb 2025**

Majid Al Futtaim Hypermarkets LLC | Carrefour — Dubai, UAE

- Supervised daily food operations ensuring compliance with Carrefour standards.
- Maintained hygiene protocols aligned with Majid Al Futtaim policies.
- Trained staff to uphold service excellence and safety procedures.
- Monitored stock levels, reducing waste and optimizing product availability.
- Implemented promotional activities enhancing customer engagement and sales.

Sales Team Leader **Feb 2016 – Jun 2021**

Vibe Apparel Clothing Store — Saudi Arabia

- Led and motivated the sales team to consistently exceed sales targets.
- Developed and implemented effective strategies to boost store sales performance.
- Managed customer relationships, ensuring excellent service and repeat business.
- Trained and coached team members to improve sales skills and efficiency.

Cashier **Sep 2012 – Dec 2015**

Hypermarket One — Egypt

- Managed cash register operations, ensuring accurate transactions and receipts.
- Supervised daily sales activities, achieving revenue targets and customer satisfaction.
- Trained and motivated staff to deliver excellent customer service consistently.
- Maintained stock levels, monitored inventory, and replenished products efficiently.
- Handled customer complaints and inquiries, resolving issues promptly and professionally.

Sales Associate

Aug 2008 – Nov 2012

Lost Vape — Egypt

- Assisted customers by offering detailed product information and recommendations.
- Managed inventory to ensure product availability and proper organization.
- Processed transactions accurately, ensuring customer satisfaction and smooth service.
- Built and maintained strong customer relationships to promote brand loyalty.

Waiter

Sep 2005 – Jul 2008

Nile City Restaurant — Egypt

- Delivered exceptional customer service, exceeding guest satisfaction and expectations.
- Maintained cleanliness and organization of dining area and stations.
- Recommended food and beverage options to enhance guest experience.
- Handled payments accurately while following restaurant cash handling procedures.

CERTIFICATIONS

- Experience Certificate from Majid Al Futtaim Hypermarkets LLC | Carrefour
- Certificate of Achievement as Employee | Spark of the Month November 2024

LANGUAGES

- Arabic
- English