

Remon Danial Mehany Shafeek

Phone: +971 566492898 | Email: remondanial6@gmail.com

UAE - Ajman | LinkedIn: [linkedin.com/in/remon-danial-mehany-shafeek-7a87a5103](https://www.linkedin.com/in/remon-danial-mehany-shafeek-7a87a5103)

## Professional Summary

Dynamic and results-oriented Customer Service & Operations Supervisor with over 13 years of experience in the UAE and Egypt. Proven ability to manage multi-functional teams, drive operational excellence, and improve stock, sales, and service performance. Strong expertise in order management, product and promotion oversight, and team leadership. Fluent in Arabic and English, with advanced skills in customer care, cashier control, and cross-functional coordination. Currently seeking an Assistant Manager role to lead day-to-day retail or service operations and ensure efficiency and service excellence.

## Professional Experience

Customer Service & Operations Supervisor | Majid Al Futtaim - Carrefour, Dubai

March 2021 - Present

- Led the daily operations of the customer service and cashier departments across multiple zones, managing over 12 staff.
- Ensured stock and product availability across counters and assisted in identifying out-of-stock trends.
- Oversaw central cashiering, ensuring timely collection, safe handling, and reconciliation of all registers.
- Coordinated closely with internal departments (finance, inventory, sales) to align on promotions, product launches, and pricing updates.
- Handled high-pressure service issues, reduced complaint resolution time from 48 to 12 hours, and consistently maintained 95%+ customer satisfaction.
- Mentored new hires and set performance improvement plans for underperforming staff.
- Monitored KPIs and implemented operational process improvements.

## Customer Service Representative | Majid Al Futtain - Carrefour, Dubai

March 2017 - February 2021

- Supported day-to-day floor operations, processed returns, and handled POS-related functions.
- Worked with sales teams to manage order flow and ensure peak time readiness.
- Logged customer feedback using CRM and relayed operational issues to stock and pricing departments.
- Supported campaign execution through in-store promotions and loyalty program activations.

## Call Center Agent - Customer Service & Technical Support | Etisalat Egypt - Assiut

October 2010 - January 2017

- Managed 80+ customer calls per day, resolving issues related to billing, technical support, and service outages.
- Used CRM to track and escalate cases requiring backend coordination.
- Contributed to maintaining high customer satisfaction scores through efficient resolution and communication.

## Education

Bachelor of Arts in Basic Education - English Language Department

Assiut University, Egypt

Graduated: June 2010 | Final Grade: Good

## Core Skills

- Stock & Inventory Coordination
- Retail Operations & Order Management
- Staff Scheduling & Team Leadership
- Cash Office & Reconciliation Procedures
- Sales Support & Process Optimization
- Product / Promotion / Pricing Updates

- CRM & ERP Systems (Oracle, SAP)
- KPI Analysis & Reporting
- Escalation & Complaint Resolution
- Multidepartmental Communication

#### Languages

- Arabic: Native
- English: Very Good

#### Additional Information

- UAE Driving License
- Open to relocation within the UAE
- Available immediately for Assistant Manager / Operations roles