

## Personal information

**Name:** Ahmed Mohamed Elshazly

**Location :** Dubai, UAE

**Mobile :** 0521714733

**Email :** [elshazly2710@gmail.com](mailto:elshazly2710@gmail.com)

**Nationality:** Egyptian



## Objective

Dynamic and result – oriented retail manager with (15) years of experience in leading retail operations and driving sales growth, Proven track record of - effectively managing teams, optimizing store performance, and delivering exceptional customers service.

Seeking a challenging retail management position where I can utilize my skills to contribute to the success or a dynamic retail organization.

## work experience

### Super market owner

**Tekkia market, Egypt**

**2015 – 2024**

- established and managed daily operations of the super market including inventory, management, staffing and customer service.
- implemented strategies to increase sales and Profitability resulting in a 50% growth year over year.
- developed and maintaintained relationships with support to ensure timely delivery products.
- implemented cost control measure to optimize and improve profit margins.

### Night manager

**Khair Zaman markets, Egypt**

**2012 – 2014**

- led night shift operations managing a team of 20 employees to ensure smooth store functioning and exceptional customer service during late hours.
- scheduled and supervised tasks including stocking shelves inventory, management. And cleaning to maintain store standard.
- implement security protocols to safeguard store assets and minimize risks during night time hours.
- Receive grocery, dairy, fresh food and frozen food items.

### Grocery manager

**Khair Zaman markets**

**2011- 2012**

- oversaw all aspect of grocery department operations including inventory, management, merchandising and staff supervising.

- developed and maintained relationships with vendors to ensure timely delivery of products and negotiate favorable terms.
- implemented effective strategies resulting in 25% increase in departmental revenue over 1 year.
- conducted regular performance evaluations of staff members and provided coaching and training as needed to improve productivity and customer service.

**Assistant manager**

**Abo fares café & restaurant, Egypt.**

**2010**

- provide leadership and guidance to staff insuring efficient and smooth operations of the restaurant.
- manage inventory, order supplies and maintain optimal stock levels to meet customer demand.
- handle customer inquiries, complaint feedback, resolving issues promptly and ensuring customer satisfaction.

**Electronic department supervisor**

**Hyper panda, Saudi Arabia.**

**2007 – 2009**

- supervised day to day operations of the electronics department, including inventory, management, sales performance, and customer service.
- lead a team of sales associates, providing training coaching, and performance evaluations to ensure a high level of service and product knowledge.
- implemented effective merchandising strategies to drive sales and maximize profitability, including product placement, pricing and promotional activities.
- maintained strong vendor relationships.
- monitored inventory level and conducted regular audits to prevent stockouts and minimize shrinkage.

**sales associate office automation department**

**Hyper panda**

**2006 - 2007**

- assisted customers in selecting entertainment products tailored and services, including tickets to concert shows and events.
- provided product knowledge and technical support to customers, insuring they were equipped to make informed purchasing decisions.
- participated in training programs to stay updated on the latest office automation technology and industry trends.

**Sales associate**

**Dream entertainment, Sharm el-Sheikh.**

**2005 – 2006**

- assisted customers in selecting entertainment products and services, including tickets to concert shows and events.

**Cashier****Pizza Hut, Egypt.****Worked while study**

- Greeted customers with a warm and friendly demeanor, providing assistance with menu selections
- processed customer orders accurately and efficiently, utilizing pos system to handle transactions and payments
- Cras actions at the end of the shift ensuring accuracy and compliance with company Procedures.
- balanced cash drawers and recoiled sale truncation at the end of the shift.
- insuring accuracy and compliance with computer procedures.

**Education****- bachelor of law**

Alexandria university, Egypt 2005

Amidst Egypt English program 2003

**Skills**

- strong leadership and management skills
- excellent communication and inter personal a skills.
- ability to remain calm and composed under pressure.
- attention to details and problem solving.
- inventory management
- marketing and promotions
- Financial management
- customer service
- strategic planning
- market analysis

**Languages**

Fluency in Arabic and English

**Available upon request**