

Personal information

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Nationality: Egyptian



Summary

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 of dynamic retail organisation.

Work experience

Store manger

Tekkia market, Egypt

2015 – 2024

- managed daily operations of the store including inventory, management, staffing and customer service.
- implemented strategies to increase sales and Profitability resulting in a 30% growth year over year.
- developed and maintaintained relationships with suppliers 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.
- 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 office automation products tailored to their specific needs
- 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.

2003-2005

- Greeted customers with a warm and friendly demeanor, providing assistance with menu selections
- balanced Cash drawers at the end of the shift ensuring accuracy and compliance with company Procedures.

Education

- **bachelor of law**

Alexandria university, Egypt 2005

Amidst Egypt English program 2003

Skills

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

Languages

Fluency in Arabic and English

Available upon request