

Personal information

Name: Ahmed Mohamed Elshazly

Location : Dubai, UAE

Mobile : 0521714733

Email : 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

Store manger

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