

Tamer Ahmed

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PROFESSIONAL SUMMARY

A self-motivated, professional with extensive experience in, customer service, business development and sales across high profile organisations and multinational companies Well-rounded and experienced on international level having worked in multi-cultural companies. Highly conversant in English and Arabic and diversified skill sets covering client relations, conflict resolution, sales and marketing. Excellent problem solving, time management, communication skills and negotiating skills .

WORK HISTORY

08/2021 _ *Current*

Landmark group | Dubai

Store Manager

- training,supervising and appraising staff .
- managing budgets .
- maintaining statistical and financial records .
- dealing with customer queries and complaints .
- overseeing pricing and stock control .
- maximising profitability and setting/meeting sales targets, including motivating staff to do so .
- ensuring compliance with health and safety legislation .
- preparing promotional materials and displays .
- liaising with head office .

02/2020 – 06/2021

Nestle UAE Company | Dubai

Field Sales Excutive

- Serves customers by helping them select products.
- Drives sales through engagement of customers , suggestive selling , and sharing product knowledge.
- Greets and receives customers in a welcoming manner.
- Responds to customers ' questions.
- Assists with inventory , including receiving and stocking merchandise.
- Manages financial transactions.
- Alerts management of potential security issues .



SKILLS

- Sales expertise
- Qualifying leads
- Sales account management
- Business pipeline development
- Retail industry networking
- Astute negotiator
- Sales data analysis
- Outstanding communication
- Supplier relations
- Cross-selling
- Price negotiation
- Revenue generation
- Client engagement techniques
- Product and service demonstration
- Account-based marketing (ABM)

EDUCATION

11/2009

Mansoura University

Pre Master Degree of Business Administration

11/2006

Mansoura University

Diploma of Marketing

07/2005

Mansoura University

Bachelor of Business: Administration

09/2003

Mansoura University

Bachelor of Accounting

08/2018 - 11/2019

Mars Gulf Trading | Dubai, United Arab Emirates
Merchandiser

- Coordinating sales and merchandising functionalities.
- Implementation of display, Visibility, Availability and sales promotion strategies.
- Controlling stock according the policy of first in first out (FIFO).
- Execution of share of shelves based on contracts.
- Supervising, guiding and coordinating team functionalities.
- Updating sales manager regarding order and stock delivery aspects.

01/2018 - 07/2018

Majid Al Futtaim Retail | Dubai, United Arab Emirates
Supervisor

- Carrefour Now project (Home delivery project) Management and resolve customer complaints.
- Review each order and ensure its quality through food safety and hygiene.
- Introduced team contests and goals to enhance productivity and morale
- Marked-down clearance items and relocated merchandise to proper store areas.
- Conducted scheduled and impromptu evaluations to assess work performance.

06/2016 - 01/2018

Majid Al Futtaim Retail | Dubai, United Arab Emirates
Team Leader

- Follow up the date of production and expiry of all product.
- Follow up the stock movement.
- Make daily orders for suppliers.
- Fostered positive employee relationships through effective communication, training, and career development coaching.
- Provided leadership and direction for employees, supervising activities to drive productivity and efficiency.

06/2014 - 05/2016

Majid Al Futtaim Retail | Dubai, United Arab Emirates
Salesman

- Helping customer while shopping.
- Refilling the shelves.
- Display new product according to the company promotion policy.
- Developed successful partnerships with customers through outstanding levels of service for continued customer loyalty.
- Opened, shelved and merchandised new products in visually appealing and organised displays for optimal sales promotions.

LANGUAGES

Arabic:
Mother tongues

English: C1
Advanced

TRAINING & SEMINARS

- Training of net promoting system – NPS – from Majid Al Futtaim Retail Company
- HCCP Training (P.I.C LEVEL 1)
- English Conversation courses from Cairo University
- Professional sales skills courses from (A.T.C) faculty of Business administration Cairo University
- Course of effective marketing principles from the Egyptian Training Centre- Cairo
- Negotiation skills course level 1 & 2 from Novartis Pharma Company
- CSP - Certified Sales Professional
- CPSP - Certified Professional Sales Person

Achivement

- Achieving the target of 2020 by 95% in Nestle UAE .
- Controlling the most free space to demonstrate our company products without charges
- Team member of pre opening on home delivery project in Majid Al Futtaim Retail Company 2018 .
- Reach a new segment of customers that the company has not dealt with before (hospitals) for the detergent and disinfectants Hannibal Import

07/2007 - 02/2011

Colgate & Palmolive | Tripoli, Libya

Van sales Representative (VSR)

- Achieve / Exceed individual sales target.
- Update and increase customer database.
- Be aware of our competitors offers, including promotional activity and products.
- Maintaining good relations with the customers.
- Making daily sales and activity report.
- Accountable for stocks in the van.

09/2005 - 06/2007

Novartis pharma company Egypt

Medical sales representative

09/2003 - 06/2005

Eimc pharmaceutical company Egypt

Medical sales representative

REFERENCES

References available upon request

*I hereby attest that the above written information
are true and correct to the best of my knowledge*

Company Agent (Nivea - Colgate
Palmolive) at Tripoli – Libya –
2010 .

- Achieve average monthly sales
2,30,000 Libyan dinar for
detergents and disinfectant
orders for hospitals Hannibal
Import Company Agent (Nivea -
Colgate Palmolive) at Tripoli –
Libya - 2011

