



# Yousef Ali Mostafa Erfan

## SALES & CUSTOMER SERVICE

### Contact

#### Phone

0502400479

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#### Address

Al Ain City Abu Dhabi

### Education

2019 -2023

**Bachelor's degree in Physical Education**

Mansoura University

### Profile

- Nationality: EGYPTIAN
- Birthday: 21 / 03/ 1998
- Status: SINGLE

### Language

Arabic

English

### ABOUT ME

A Challenging position with a dynamic and progressive organization where I can integrate and utilize my professional experience to its maximum potential. Highly motivated and guest driven with the ability to solve problems and to make timely guest service decisions. Proactive with a demonstrated

eye for details and leadership ability that supports an environment of employee growth and development, interdepartmental teamwork and exceptional customer service.

### Experience

#### ○ 2022 - presesnt

Elgamel market store

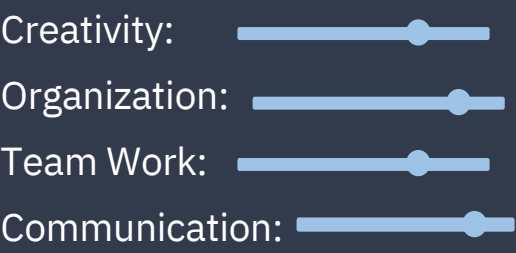
#### Salesman

- Receiving customers and directing them within the store departments.
- Provide accurate information such as product services, prices and after-sales.
- Wait with customers regarding products and services.
- Show comparisons between products and additional features to encourage customers to purchase.
- Preparing and preparing various promotional offers.
- Supervising storage operations and quantities until the end.
- Supervising return and exchange procedures for products.
- Continues with the retail sales team to provide outstanding customer service, especially during times of need.
- Introducing customers to the latest offers and special discounts in general.
- Submit periodic reports on customer reports to the store manager.
- Constantly pay attention to new products and services.

# SKILLS

- Creativity
- Decision-making
- Dependability
- Effective communication
- Empathy
- Friendliness
- Knowledge of your product
- Patience

# PERSONAL SKILLS



# Hobbies

- SINGING


- MOVIES


- TRAVELING


- SPORTS



## 2019 - 2022

TownTeam Company

### Salesman

- Receiving customers and offering assistance inside the store.
- Identifying customers' needs and helping them find clothing supplies that suit them.
- Create a complete look to match clients' style.
- Provide personal styling advice.
- Assist and provide recommendations on selecting shoes and accessories that complement clients' clothing.
- Also, one of the tasks of clothing sales is to introduce customers to fashion trends.
- Explain and provide details about the products, including types of fabrics, care instructions, prices, and discounts.
- Suggest alternative outfits and colors to create a unique look.
- Ensure proper product display and stock replenishment.
- Remembering the names, sizes, and preferences of customers who frequent the store, and maintaining strong relationships with customers