



MOHAMED ELSAYED MOHAMED

Cashier and customer service supervisor

About Me

Find a career to gain relevant experience and apply my educational background and personal skills. I expected to be a collegiate, professional, reliable player and play an active role in a multinational company. I have a lot of experience in cashier and customer service.



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Single

Language

- Arabic: Native
- English: Good

Expertise

- Communication Skills & Team Working.
- Presentation. & Business Meeting.
- Job Hunting (Professional CV& Success Full Interview).
- Time & Stress Management.
- Decision Making and Problem Solving.
- Negotiation Skills, Customer Services & Operation Management.

Experience

• Cashier and Customer Service Supervisor

I Have Been Working in **Carrefour Egypt** for **11 years till now**.

I started as a Cashier then Progressed in Positions Until I Became Cashier and Customer Service Supervisor.

➤ Parts of the Daily Tasks and Job Description

- * Conducting Customer Surveys to find out the customers' evaluation.
- * Hold a Daily Meeting with The Team to Discuss what Happened the Last Day and How to Face Any Problem That Arises.
- * Ensure to follow up the appearance of the cashier and the
- * Implement The Company's Strategies and Policies and Present them Appropriately to Customers.
- * Follow up how the service is delivered to customers and the level of service.
- * Receiving and Welcoming Clients and Meeting their Needs
- * Supervising Team Attendance and Departure Vacations and Evaluation.
- * Adhere to the Organization's Attendance Policies.
- * Providing Technical Support to The Cashier to Facilitate The Performance Of Their Tasks
- * Coordinating Rest Times for The Team Work to Ensure Efficient Workflow.
- * Filling The Labor Shortage When Needed.
- * Evaluating The Team Work Performance.
- * Participation In Selecting the Team.
- * Training New Employees
- * Participate in Formulating Goals for Employees Within the Department.
- * Cooperating and Responding with Team Work and Providing Directions and Recommendations.
- * Dealing with Customer Needs and Receiving Calls as Needed.
- * Innovating New Ways to Improve Procedures and Motivate My Team Work.

- Career:

- Cashier (Ragab sons' company)
From 2011 to 2012
- Cashier team leader (Ragab sons' company)
From 2012 to 2013
- Cashier team leader (Carrefour Egypt)
From 2013 to 2015
- Cashier and customer service team leader (Carrefour Egypt)
From 2016 to 2018
- Cashier and customer service team supervisor (Carrefour Egypt)
From 2019 till now

- Education:

Bachelor of Commerce, Department of
Marketing Tanta University.

- Soft Skills:

Microsoft Office

Networks & pc maintenance

Installing, Managing, Maintaining, Administrating and Configuring Microsoft

