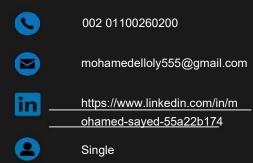


MOHAMED ELSAYED MOHAMED

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.



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 <u>Carrefour Egypt</u> for 11 years till now.
 I started as a Cashier then Progressed in Positions Until I Became <u>Cashier and Customer Service Supervisor</u>.
 - > 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 Wells
 - * 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.

• <u>Career:</u>

- <u>Cashier (Ragab sons' company)</u>
 From 2011 to 2012
- <u>Cashier team leader (Ragab sons' company)</u>
 From 2012 to 2013
- <u>Cashier team leader (Carrefour Egypt)</u>
 From 2013 to 2015
- <u>Cashier and customer service team leader (Carrefour Egypt)</u>
 From 2016 to 2018
- <u>Cashier and customer service team supervisor (Carrefour Egypt)</u>
 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

