



Essam Mostafa kamel

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Summary

Experienced customer service representative with transferrable skills to the Cosmetics sales industry, leveraging excellent communication skills and persistence. Demonstrated ability to provide above-and-beyond customer service and increase secondary sales.

Experiences

Sales Representative / El Ezaby Pharmacy (2013 – Currently)

Responsibilities :

- Consulting with clients to determine their skin type, skincare concerns, and style preferences.
- Recommending products that fit the client's needs, preferences, and budget, and explaining how the products work.
- Responding to customer questions and complaints.
- Making sales, processing returns, and maintaining a balanced cash register.
- Maintaining a positive, empathetic, and professional attitude toward customers at all times.
- Responding promptly to customer inquiries.

Cashier / El Ezaby Pharmacy

(AUG 2009 –2013)

Responsibilities :

- Organized and prioritized a variety of tasks to reduce customer wait time
- Managed customer service related situations with ease, accuracy and patience
- Entered prescription information into a variety of insurance systems
- Directed clients to the appropriate person within the pharmacy
- Operating scanners, scales, cash registers, and other electronics.

Driving instructor / One Way Driving school

(2005–2010)

Responsibilities :

- Preparing lessons that are tailored to students' needs.
- Providing instruction on the parts and functions of a vehicle, and on-road regulations.
- Teaching practical skills related to all aspects of driving.
- Helping students to develop confidence in their driving skills.
- Gaining control of the vehicle during emergency situations

EDUCATION

Bachelor Degree of Information Systems (2008)

- King Marriott Academy
- Grade : Good

S K I L L S

- **Software Skills**

- ✓ Good User of Microsoft Office (Word, Excel and Power Point)
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- **Language Skills**

- ✓ Arabic : Mother tongue
- ✓ English : Good.

- **Personal Skills**

- ✓ A passion for the beauty industry.
- ✓ Excellent customer service and sales abilities.
- ✓ Strong communication and interpersonal skills.
- ✓ Good analytical and problem solving skills.
- ✓ A friendly personality and professional appearance.

P e r s o n a l I n f o r m a t i o n

- Nationality : Egyptian
- Marital status : Married
- Military Status : Exemption