

SHADY RABEA ATTEYA

RETAIL MANAGER

EDUCATION

Bachelor of Tourism and Hotels, Hotel Department
(2006:2010)

ABOUT ME

Nationality: Egyptian.

Gender: Male.

Marital Status: Married

CONTACT ME

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Personal skills

- **Problem-Solving**, gained through my experience as a VP.
- **Communication skills**, gained through my experience as a supervisor.
- **Management**, gained through my experience as a VP.
- **Leadership skills**, gained through my experience as a VP & Supervisor.
- **Presentation Skills**, gained through my experience as a volunteer.
- **Work well with a team**, gained through workshops & VP & Supervisor .

LANGUAGE

- **ENGLISH:**
listening: Fluent
writing: Fluent
Reading: Fluent
Speaking: Fluent
- **GERMAN:**
listening: Fluent
writing: Fluent
Reading: Fluent
Speaking: Fluent
- **SPANISH :**
Listening: Fluent.
Writing: Good.
Reading: Good.
Speaking: Fluent.
- **FRENCH :**
Listening: Good.
Writing: Good.
Reading: Good.
Speaking: Good.

Work Experience

- Store Manager of "**ROSE KIDS**" Kids Fashion Malawi -EL Minya branch (2021: now).
- Store Manager of "**OSTORA**" Veiled Fashion House Malawi -EL Minya branch (2019:2021).
 - **Duties &Responsibilities :**
 - **Team Leadership:** Lead, motivate, and manage a team of sales associates to meet and exceed sales targets. Provide coaching, training, and guidance to enhance the team's performance.
 - **Customer Service:** Ensure the highest level of customer service is provided to all customers. Address customer inquiries and concerns promptly and professionally.
 - **Sales Strategy:** Develop and implement effective sales strategies to increase revenue and meet sales goals. Monitor and analyze sales trends and adjust strategies as needed
 - **Inventory Management:** Oversee inventory levels, restocking, and merchandising to maintain a well-organized and visually appealing store.
 - **-Visual Merchandising:** Maintain attractive product displays to enhance the shopping experience and boost sales.
 - **-Staff Scheduling:** Create and manage employee schedules, ensuring adequate coverage during peak business hours.
 - **Sales Reporting:** Generate and analyze sales reports, providing regular updates to the management team.
 - **Loss Prevention:** Implement loss prevention measure to protect company assets and minimize theft.
 - **Hiring and Training:** Recruit, onboard, and train new sales team members.
- Assistant Manager of "**MAA ELZAHAB**" Perfume Trading (2020:2021).
- Assistant Manager of "**AMS**" Men's Fashion (2019:2021).
- Assistant Manager of "**TOWN TEAM**" Men's Fashion (2017:2019).
- Assistant Manager of "**RAVIN** " Women's and Men's Fashion(2015:2017).
 - **Duties &Responsibilities :**
 - Ensure receipt of ordered goods and proper storage.
 - Identification and investigation of customer complaints and various suggestions.
 - Develop new products and introduce employees to best practices.
 - Evaluate competition by visiting competing stores and gathering information.
- Salesman of "**lc Waikiki** " Qena Branch.
- Salesman of "**MEN'S CLUB**" EL Minya Branch.
 - **Duties &Responsibilities :**
 - Greeting and directing clients.
 - Provide accurate information (such as product features, pricing, and after-sales services).
 - Answering customer questions about specific products/services.
 - Make sure the shelves are fully stocked.
 - Merchandise returns management.
 - Liaising with the team of retail sales representatives to provide excellent customer service (especially during peak times).
 - Inform customers of discounts and special offers.
 - Provide customer feedback to the Store Manager.