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Objective

Seeking a challenging position within a company, which is dynamic, progressive and growth oriented. A position where hard workers are recognized and rewarded.

WORK EXPERIENCE

- COMPANY: FUCOM CENTRAL MARKETS
- GEANT (CASINO GROUP)
- Position Title: senior staff (FRESH FOOD)
- DEC 2015 TO CURRENT
- GEANT HYPER MARKET YAS MALL ABU DAHBI UAE
- Job Description
- Consider the needs of customers at all times
- Implements a high standard of customer focus within the department
- Leads by example in all aspects of customer service
- Actively seeks ways to achieve or exceed department sales
- Ensures all members of team have understanding of all figures and targets
- Ensures any promotional offers regarding stock are implemented within department
- Ensures a high standard of visual merchandising and maintenance amongst the staff
- Ensure that each member follow the retail standard
- Monitors / manages schedules for the staff work hours, break time and vacations
- Resolves staff complaint and problems
- Encourage all team in creating company goals and developing plans
- Inventory control, purchasing, forecasting and stock control
- Meet the required sales quota
- Patiently attend the customers complaints and request
- Help co-workers during busy times to improve workflow and customer service
- Check the availability of items
- Promote new items and introduce special features of new items.
- Ensure good customer relationship by promoting good services adequate support advice to the customer.

COMPANY: FUCOM CENTRAL MARKETS

GEANT SUPER MARKET PARAGON MALL (CASINO GROUP)

Position Title: SENIOR CUSTOMER SERVICE NOV 2013 TO NOV 2015

- Greet the customers
- Check the availability of items
 - Ensure good customers relationship by promoting goodservices adequate support advice to the customer.
- Patiently attend the customers complains and request

COMPANY: HYPER ONE (CAIRO)

**Position Title: SENIOR FRESH FOOD STAFFJAN
2012TO SEP 2013**

Detailed Duties and Responsibilities

- Verifies that supplies received are listed on requisitions andinvoices.
- Train all staff for their responsibility and knowledge of thework
- Gather physical inventories supplies and equipment

SEMINARS AND TRAININGS

- ISO 9001:2000
- Meeting Room Hyper one Cairo
- March 15-25, 2012
- Why-Why Analysis
- Meeting Room HYPER One
- FEBURARY 20-23, 2013
- Time management Training level1
- HR Training Room, GEANT YAS MALL
- JAN 1320, 2016

EDUCATIONAL ATTAINMENT

- EDUCATION : SOICAL SERVICE FACULTY
- Grade : GOOD

PERSONAL PARTICULARS

- Birth date :JULY 25, 1989
- Nationality : Egyptian
- Age :35 years old
- Sex/ Height : male/:172CM
- Passport Number : A36021557
- Religion :Muslim
- Languages : Arabic(mother language) /English (very good)

OTHER PERSONAL QUALIFICATIONS

- Effective team player, Responsible, Hardworking and very much capable of meeting requirement within reasonable time, fast learner, willing to work under pressure, independent, willing to face challenging position

I hereby certify that the above information is true and correct to the best of my knowledge.