



abdullrahmanm667@gmail.com

01204457535- 01026072621

Alexandria- Egypt

June 23, 1994



*store manager / Team Leader /
direct sales agent*

Abdullrahman Mohamed Abdelrehem

An experienced Accountant with 5 years professional experience in the following fields:

Administration, customer satisfaction, Accounting, Auditing, stores Management, and Accounts Management.

Obtaining a position which will fulfill my skills and meet my qualifications to achieve more beyond success and to achieve a new level of business commitment.

EXPERTISE

Time Management ,Teamwork, Verbal & Written Communication, Negotiation, Customer Relationship Management, Service Management, Customer Excellent Experience, Microsoft Office Skills, Meeting Planning, Public Speaking, Organizing Meetings, Analytical ability, Team Building, Leadership, Decision Making, Reliable, Assertive, Team Motivation, Conflict Resolution , Flexible

PROFESSIONAL EXPERIENCE

Stores manager

Alexandria, Egypt

Dice underwear / *lis decence*

JULY,2022 till now

- Responsible for necessary staffing, scheduling & real-time monitoring for Customer service in line with organizational goals, policies, and procedures.
- Deal with complaints in a patient and helpful manner
- Manage floor and following on TNPS score.
- Maximizing profitability and setting/ meeting sales targets, including motivating staff to do so.
- Responsible to ensure necessary engagements are completed with respect departments / functions on a regular basis with respect performance of the KPIs.
- Inputs are taken to ensure that the operational goals are being met.
- Recruiting, training, supervising and appraising staff.
- Perform customer verifications.
- Provide information and other services such as handling returns of merchandise.
- Take and record orders through a computer system in person or over e-mail.

Sales / Retail Advisor

Dice underwear

Alexandria, Egypt

march,2022 till july,2022

- Help reach and exceed sales targets set.
 - Keep myself up to date with the latest products & services on offer.
 - Cross and upsell products and services at every given opportunity
 - Proactively identify areas of improvement and suggest promptly them to my seniors.
 - Carry out demonstrations of clothes and panty
 - Co-responsible for the upkeep of the store in terms of display, stock, and general upkeep, opening and closing procedures.
 - Responsible for one's cash-float and takings and support End-of-Day reconciliation and administration procedures.
 - Handle occasional cash deposits assigned by the supervisor
 - Carry out in a pro-active manner varied tasks that will be assigned .
-

Sales / Retail Advisor

Town team

may,2018 till,2020

- Attendance on time
 - Wear a work uniform
 - Maintain personal appearance and cleanliness of the place
 - Display order in its section
 - Customer service according to company`s policy
 - Display the features of the brand and model to the customer
 - Return clothes after customer experience
 - Help colleagues at work
 - Perform other tasks
 - Follow all company policies and regulations
-

customer service / call center

We Egypt

August,2015 till September,2016

- Lead the identification of relevant data sources and enable regular data extracts to support the KPI reporting.

- Research on the latest advances in telecommunication technology
- Put weekly plan to assist the staff to achieve their target in the easiest way
- Managing income or outgoing calls.
- Follow the different call texts placed when talking to customers
- They also share with customers
- Customer needs are identified, questions answered and problem solved
- Selling products and services when possible
- Building sustainable relation with customers
- Organize all conversation record
- Building product knowledge and improve performance and achieve goals
- Solving complex software and hardware problems
- Install and configure computer applications and systems
- Design and implementation of networks
- Testing and evaluation of new techniques
- Resolve all technical problem with network outages always familiarize yourself with the company`s products and how they work in order to respond to any inquiries from customers

EDUCATION

University Degree: Bachelor

Faculty: B.S System and information

Graduation Year: {2015-2016}

*Attitude to recruitment :*final exemption

Certification

Institution: American Cultural Association

Course: English Language

Major: Listening and Speaking

LANGUAGES

Arabic: Mother Tongue.

English: excellent