

Haytham Mosaad Attia



Citizenship : Egyptian
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Marital Status : Married **Military Status** : Exempted

OBJECTIVES

Seeking a job at a reputable company where my background and my experience can be well utilized.

EDUCATION

Bachelor degree of Arts, Hebrew Dept., Faculty of Arts, Ain Shams University. (May 2009)

EXPERIENCE

1- January 2010 – May 2010 Basic Business Skills Acquisition (BBSA) Cairo, Egypt

Sponsored by the Future Generation Foundation (FGF)

❖ Training:

- ✓ Developed Language and Computer Skills.
 - ✓ Enhanced Presentation & Project Development Skills.
 - ✓ Acquired Basic Business Skills including: Marketing, Sales, Banking, Accounting, Business Correspondence and Report Writing.
 - ✓ World Class Customer Service (track), provided by (Dale Garnegie).
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2- Jul 2010 – November 2011

- ❖ Call Center Agent at (Etisal International Company) outsource (Etisalat).
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3- December 2011- May 2012

- ❖ Call Center Agent at (Ecco Company) outsourcing Vodafone.
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4- June 2012

- ❖ Customer Service Representative at (Spinneys Hyper Market) City Scape Branch
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5- February 2013

- ❖ Team Leader Customer Service at Spinneys Mall of Arabia branch.
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6- Dec 2015

- ❖ Sales Rep at LULU Hyper market.

7-Jan 2017

- ❖ Starting work at Alfuttaim Group as a Sales Assistant at Homeworks Egypt CFC.
- ❖ Customer Service Rep I was responsible for helping customer, refund goods, answering phone calls, scheduling delivery items, solving problems.

8- june 2018

- ❖ Opening Pop up Homeworks Store in North Coast.
I have helped my team in sales also I have participated in delivery items & Assembly.

9- October 2018

- ❖ Back to CFC Store with new challenge in Admin & Receiving department.
 - Receiving goods from suppliers & return over stock & damage.
 - Managing back of house & helping my team to replenishing the floor with goods.
 - Control the damage.

- ❖ In Admin department I have learned:

- Reviewing invoices after receiving goods.
- Create Purchasing Orders from suppliers using SAP.
- Check price change daily.
- Daily Sales Reports.

10- February 2021.

- ❖ I have been promoted to Senior Sales Assistant.

In this role I'm responsible for:

- Resolving customer Complaints in a timely & professional manner.
- Developing innovative sales strategies to achieve sales goals.
- Researching competitors products, pricing.
- Providing support to less experienced sales assistant & training them well.
- Coaching Team members on customer service & store Standard.
- Reporting to the store manager all store & staff Issues.

10- January 2022 (present)

- ❖ I have been transferred to IKEA EGYPT as Sales Rep.
I'm responsible for self serve & outdoor section.

- ❖ **Technical Skills:**

- **Computer Skills**
 - Excellent Knowledge of OS Windows.
 - Very Good Knowledge of MS office.
 - Good knowledge of Internet and Network.
 - Good Knowledge of Hardware and Software.

- ❖ **Language Skills:**

- Native language Arabic
- Good command of both written and spoken English

❖ **Personal Skills:**

Teaching, Help others, Hard Working, Self motivated, Managing many of people under control

□ **Interests:**

Football and Traveling