



CONTACT ME



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Eastern Region, Al Khobar

EDUCATION

Bachelor's degree in Social Service

Alexandria University

2002 - 2007

SKILLS

- Microsoft office 365
- Communications skills
- Business English
- Computer skills

Mahmoud Shalaby

Sales supervisor

OBJECTIVE

Sales Supervisor with 12+ years of experience in retail and sales management. Adept at driving revenue growth, leading high-performing teams, and implementing strategies that enhance customer satisfaction and profitability. Seeking to contribute proven expertise in sales leadership, market development, and operational excellence to a forward-thinking organization aiming for sustainable growth.

WORK EXPERIENCE

Sales supervisor

2022 – 2025

Jarir bookstore (SAUDI ARABIA)

- Lead and manage a team of sales professionals to consistently exceed monthly and annual sales targets.
- Develop and implement sales strategies that enhanced customer engagement and boosted revenue.
- Act as the key link between senior management and sales teams, ensuring alignment with organizational goals.
- Mentor, coach, and train sales staff on effective selling techniques, product knowledge, and customer service excellence.
- Monitor performance metrics and market trends to optimize sales operations and improve profitability.

Salesman

2016 – 2022

Jarir bookstore (SAUDI ARABIA)

- Consistently achieved and surpassed personal and departmental sales quotas.
- Built and maintained strong customer relationships by providing tailored solutions and excellent after-sales support.
- Ensured optimal stock levels and accurate inventory management to meet customer demand.
- Identified opportunities for upselling and cross-selling, contributing to increased revenue.
- Assisting customers in purchasing and explaining products and how to use them to facilitate the sales process.

Salesman

2012 – 2016

Samir & Ali stationery (Egypt)

- Greeting customers and guiding them within the store sections.
- Providing accurate information about product features, prices, and after-sales services.
- Submitting periodic reports on customer feedback to the store manager.
- Keeping up-to-date with new products and services.

Courses & TRAINING

Business Skills Development Package

2009 – 2010

Included the following programs:

- Customer service skills
- Building relationships
- Time management fundamentals
- Selling skills
- Career planning

Exceeding customer expectations

2016 – 2025

This is a special training program for (Jarir Marketing Company)

- How to deal with customer objections
- Selling with enthusiasm
- Negotiation skills and closing deals successfully
- How to Provide Excellent Service
- Timing management

Personal summary

Accomplished Sales Supervisor with over 12 years of experience in retail and sales management across Saudi Arabia and Egypt. Proven success in leading high-performing teams, driving revenue growth, and exceeding sales targets. Skilled in strategic planning, communication skills, market analysis, and customer relationship management, with a strong ability to coach and motivate staff to deliver exceptional results. Recognized for building long-term client relationships, implementing effective sales strategies, and contributing to organizational profitability and growth.

Additional information

Date of birth: 15/10/1985

Nationality: Egyptian