

OMAR MOHAMED ABD ELHAMID

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PROFESSIONAL SUMMARY

Results-driven operations and e-commerce manager with over 7 years of progressive experience in retail, store management, and online business platforms. Skilled in optimizing processes, leading teams, and delivering revenue growth through strategic planning and tech-driven inventory control. Adept in POS systems, CRM, Dynamics 365, and customer-centric service delivery. Seeking a leadership role in a dynamic, growth-focused environment.

PROFESSIONAL EXPERIENCE

Store Manager | Al Sanidi Company - Riyadh, Saudi Arabia | Aug 2024 - Present

- Enhanced store operations and boosted efficiency by streamlining daily workflows.
- Supervised team performance and coached underperforming staff to improve KPIs.
- Led successful seasonal promotions while maintaining day-to-day operations.
- Monitored sales 24/7, collaborated on solutions to meet targets.
- Maintained inventory control and display management using Dynamics 365.
- Ensured high customer satisfaction via direct interaction and issue resolution.

E-commerce Operations Manager | Al Sanidi Company - Riyadh, Saudi Arabia | Aug 2024 - Present

- Managed online operations for Al-Sanidi store across Amazon, Noon, and Salla.
- Oversaw CRM case handling and maintained seamless logistics with shipping partners.
- Ensured smooth execution of orders through Dynamics 365 and supported digital sales growth.

Retail Sales Supervisor | B.TECH - Cairo, Egypt | Feb 2020 - Aug 2024

- Directed sales performance of store and online operations, delivering on KPIs.
- Resolved customer complaints professionally to build loyalty.
- Optimized shift schedules and staff deployment based on demand.
- Maintained inventory levels and implemented effective visual merchandising strategies.

Sales Specialist | RAYA - Cairo, Egypt | Jan 2019 - Jan 2020

- Created tailored sales pitches and won new customer accounts.
- Recorded sales activities with high transparency and attention to detail.
- Implemented strategies to grow market share and client acquisition.

Sales Coordinator | Pepsi - Cairo, Egypt | Mar 2017 - Jan 2019

- Built strong client relationships through follow-ups and service excellence.
- Streamlined communication through effective CRM database management.
- Supported the sales team in achieving monthly and quarterly goals.

Sales Specialist | Hamels Branches - Cairo, Egypt | Feb 2016 - Mar 2017

- Improved departmental efficiency by implementing streamlined workflows.
- Collected and analyzed customer feedback for product enhancements.

KEY SKILLS

E-commerce Operations & Marketplace Management | Store & Retail Management | Team Leadership & Staff Coaching
POS Systems & Stock Control | CRM & Dynamics 365 Expertise | Customer Service Excellence | Cash Handling

EDUCATION

Licentiate Degree, Faculty of Arts | Helwan University - Cairo, Egypt | 2020
Diploma in Education | Sadat Academy - Egypt