

AHMED HAMDY

SALES Manager

CONTACT

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PROFILE SUMMARY

A retail manager's role is to run a store successfully. Working on the shop floor, they are in constant contact with their customers and staff. They are responsible for ensuring their staff give great customer service as well as monitoring the financial performance of the store.

EDUCATION

2008 - 2012

6 OCTOBER UNIVERSITY

- Bachelor of social working
- GPA: 3.5 / 4.0

WORK EXPERIENCE

NAMI

2024 - PRESENT

Sales Supervisor

Key Responsibilities:

- Team Leadership: Supervise, mentor, and motivate the sales team to achieve individual and team sales goals.
- Sales Strategy Development: Collaborate with management to develop and implement effective sales strategies and tactics.
- Performance Monitoring: Analyze sales data and performance metrics to identify trends, challenges, and opportunities for improvement.
- Training and Development: Conduct regular training sessions to enhance the team's product knowledge and sales techniques.
- Customer Engagement: Build and maintain strong relationships with key clients, addressing any concerns or issues promptly.

Auto action cars

2023 - 2024

Sales representative

Key Responsibilities:

- Customer Engagement: Greet customers and understand their automotive needs, providing a personalized and informative experience.
- Product Knowledge: Maintain in-depth knowledge of our vehicle inventory, including features, specifications, and pricing.
- Sales Process: Guide customers through the sales process, from initial contact to closing the deal, ensuring a smooth transaction.

Apparel Group New balance & polo club

2019 - 2022

Store Manager

key Responsibilities:

- Customer Service: Greet and assist customers in a friendly and approachable manner. Provide product information and recommendations based on individual needs.
- Sales: Achieve sales targets by actively promoting products and upselling complementary items. Process transactions accurately and efficiently.
- Merchandising: Maintain visual standards by organizing and restocking merchandise. Assist with displays and ensure the store is tidy and inviting.
- Product Knowledge: Stay informed about current fashion trends, product features, and promotions to effectively communicate with customers.
- Team Collaboration: Work closely with team members to create a positive work environment and contribute to overall team goals.
- Inventory Management: Assist with inventory counts, restocking, and loss prevention measures.
- Customer Engagement: Build and maintain relationships with customers to encourage repeat business and loyalty.

SKILLS

- Project Management
- Public Relations
- Teamwork
- Time Management
- Leadership
- Effective Communication
- Critical Thinking

LANGUAGES

- English: Fluent
- arabic: Fluent

Supervisor

Key Responsibilities:

- Team Leadership: Supervise, train, and mentor sales associates to achieve individual and team performance goals.
- Sales Performance: Monitor sales metrics and implement strategies to drive sales and improve customer engagement.
- Customer Service: Ensure a high standard of customer service is provided at all times, addressing any customer inquiries or concerns promptly.
- Visual Merchandising: Oversee the presentation of merchandise, ensuring the store is visually appealing and products are showcased effectively.

IKEA ALFUTTAIM

2014 - 2016

Sales & customer service

Key Responsibilities:

- Customer Engagement: Greet customers warmly, identify their needs, and provide tailored solutions to enhance their shopping experience.
- Product Knowledge: Maintain a thorough understanding of IKEA products, services, and promotional activities to effectively assist customers and boost sales.
- Sales Assistance: Guide customers in product selection, demonstrating features and benefits, and completing transactions efficiently.
- Order Management: Assist with processing orders, including online orders, and ensure timely and accurate delivery to customers.
- Store Maintenance: Contribute to a clean, organized, and inviting store environment by ensuring product displays are well-stocked and visually appealing.

center point land mark group egypt

2012 - 2014

senior cashier

Key Responsibilities:

- Transaction Management: Process customer transactions accurately and efficiently, including cash, credit, and electronic payments.
- Customer Service: Provide exceptional service by assisting customers with inquiries, resolving issues, and ensuring a positive shopping experience.
- Training and Mentoring: Train and mentor junior cashiers on best practices in cash handling and customer service.
- Cash Drawer Management: Maintain accurate cash drawer balances; conduct regular cash counts and reconcile discrepancies.
- Reporting: Prepare and submit daily cash reports and any required documentation to management.

Nike sports wear

2010 - 2012

Sales

Key Responsibilities:

- Customer Engagement: Provide a welcoming environment by greeting customers, understanding their needs, and offering personalized product recommendations.
- Product Knowledge: Stay informed about the latest Nike products, promotions, and brand initiatives to educate customers effectively.
- Sales Goals: Meet and exceed individual and team sales targets through proactive engagement and product demonstrations.
- Inventory Management: Assist with stock management, including receiving, organizing, and restocking merchandise on the sales floor.
- Visual Merchandising: Help maintain an attractive and organized store layout, ensuring products are displayed according to Nike's visual standards.
- Team Collaboration: Work closely with team members to foster a positive and collaborative work environment.
- Customer Service: Handle customer inquiries, returns, and complaints with professionalism and a solutions-oriented approach.