

## MOHAMED EZZAT MOHAMED ALI

11 elnagar st elqawmeya squar Zagazig-Elsharkeya  
Egyptian  
Phone : +201002892998 or +201100090407  
Email : m.ezzat985@gmail.com  
Born 26-8-1985 in Zagazig,, 29 years old  
Married, 1 child



Retail store manager at Etisalat-misr

### JOB OBJECTIVE

Seeking a challenging to excel in my career & an interesting job, that will give me the opportunity to make full use of my personal qualities & always seeking to reach higher-ranking positions, which in turn provides the mostly better standard of living and better stability

### EDUCATION/DEGREES

#### 2004 Accounting

- Bachelor degree in accounting science - Faculty of commerce - Zagazig University

#### 2008 ICDL

Received the certificate of ICDL(office programs) from SESCO academy approved by UNESCO

#### 2009 AUC Diploma

Finished English general courses up to the advanced level at AUC -the American university in Cairo - Zagazig branch- with the degree B+

### SKILLS

Excellent and effective communications skills, generating sales & problem solving skills

Worked with a team under board of director management

worked under pressure

Ability to handle customer complaints and build a new relations with them to generate sales

Proficient in the use of Microsoft office software, Internet & computer in general

Ability to learn new tasks quickly specially foreign languages & computer skills

National private Driving license

\*More details will be founded below in work experience

### PROFESSIONAL EXPERIENCE

#### 2014 Etisalat Misr - Retail store manager

till

**Now** accepted in Etisalat - Egypt on December 2014 as a new opening store manager due to sales experience in Vodafone Egypt and the high turn promotion as a Shift leader

main points of tasks & position description is the below

- Maintains store staff by recruiting, selecting, orienting, and training employees.
- Maintains store staff job results by coaching, counseling, and disciplining employees; planning, monitoring, and appraising job results.
- Achieves financial objectives by preparing an annual budget; scheduling expenditures; analyzing variances; initiating corrective actions.
- Identifies current and future customer requirements by establishing rapport with potential and actual customers and other persons in a position to understand service requirements.
- Ensures availability of merchandise and services by approving contracts; maintaining inventories.
- Formulates pricing policies by reviewing merchandising activities; determining additional needed sales promotion; authorizing clearance sales; studying trends.
- Markets merchandise by studying advertising, sales promotion, and display plans; analyzing operating and financial statements for profitability ratios.
- Secures merchandise by implementing security systems and measures.
- Protects employees and customers by providing a safe and clean store environment.
- Maintains the stability and reputation of the store by complying with legal requirements.
- Determines marketing strategy changes by reviewing operating and financial statements and departmental sales records.
- Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies.
- Maintains operations by initiating, coordinating, and enforcing program, operational, and personnel policies and

procedures.

- Contributes to team effort by accomplishing related results as needed.

**2011 Vodafone Egypt** - Retail Shift leader

to

**2014** working in Vodafone Egypt with retail Executive agent title acting as a shift leader  
I was being evaluated weekly from more than one direction like the below main points :

- Sales Performance
- Daily cash handling for total store to reduce short or over average
- Quality of sales(active or not active)
- increase sales transactions
- IVR for customers with bench mark 95%
- Service level &number of served customer
- number of login days &and hours
- Handling and resolving customer complaints, obtaining and evaluating all relevant data to handle complaints and inquiries.
- Dealing with customers directly mainly face-to-face, or electronically and by telephone and responding to customer inquiries promptly.
- Responding to customer inquiries regarding offers, discounts, and so on.
- Adopting the guidelines established by the retail store to resolve the complaints from customers.
- Managing the accounts of customers and keeping records of customer transactions and interactions.
- Recording details of comments, inquiries, complaints, and actions taken.
- Providing customers with exchanges, refunds, discounts, or other offers related to their retail store
- Performing customer verifications, processing orders, applications, forms, and requests
- Directing unresolved issues and requests to the appropriate designated resource

About performing in this career

1- accepted in this multinational company in telecommunication field

2- promote to senior sales after 6 month

3-promote to Retail Executive 2013 and acting as a shift leader 4- best-seller 9/2011 - 12/2011 - 6/2012 - 3/2013

and to store performer for the year 2012 5- started in a new opening store in remote area and participate to upgrade the store from band C to band B in less that 1year and half

**2010 Apex for general supplies** - marketing & sales outdoor

to

**2010** Worked as marketing & sales outdoor in APEX company for units of water purification & filters for 6 months

**2009 Arabian company for food oil** - Treasury accountant

to

**2010** 1 - Accountant in the Accounts section, and the work of all purchase invoices and sales.

- 2 - Dealing with taxes.
- 3 - Dealing with the banks (exchange - collection - Deposit)
- 4 - Participation in the balance sheet.
- 5 - Income and expenses in accordance with the principle of cash.
- 6 - Creating accounts of customers and suppliers.
- 7 - Review and payroll.
- 8 - Calculate the amounts received from each supplier, depending on the quality of the display.
- 9 - Creating and disbursement of salaries of workers, and other businesses.
- 10 - Monitoring and supervision of stores and departments

**2008 Medical & drugs store** - accountant

to

**2009** Billing, data entry through private accounting program & Auditing ,June 2008 up till Jan 2009 -The Number of the hours 60 per week  
Omar ibn al khatib 'medical store'

**2006 National bank of Egypt** - Banker

to

**2008** Training in various positions at the National bank of Egypt-Zagazig branch for 2 months each year  
(08/2006)(08/2007)(08/2009) like Customer service, investment certificates, data entry

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## LANGUAGES KNOWLEDGE

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**Arabic** Mother language

**English** very good spoken and written

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