

Ehab Ahmed Ali

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Location || UAE - Dubai City

Nationality || Egyptian

Age || 30 Years old

STORE MANAGER

direct and observe the functions of a cohort of store . develop business plans,monitor sales, and ensure adherence to company procedures . encourage the provision of uniform service by the store under my supervision

KEY COMPETENCIES

Sales Management
Strategic planning
Client relationships

Customer service management
Negotiations
Staff development

Team leadership
Communication
Operations management

PROFESSIONAL EXPERIENCE

International Business Service

February 2018 - June 2023

Store Manager

professional and customer service-oriented , oversee daily operations at the store , supervise the operational and organizational standards of the store , monitoring inventory levels, and developing business strategies , improve customersatisfaction and meet monthly sales goals.

- Delivering excellent service to ensure high levels of customer satisfaction.
- Motivating the sales team to meet sales objectives by training and mentoring staff.
- Creating business strategies to attract new customers, expand store traffic, and enhance profitability
- . Hiring,training, and overseeing new staff.
- Responding to customer complaints and concerns in a professional manner.
- Developing and arranging promotional material and in-store displays.

WE Telecom Egypt

June 2017- January 2018

TEAM LEADER

Managing the day-to-day activities of the team. Motivating the team to achieve organizational goals. Developing and implementing a timeline to achieve targets.Developing and implementing a timeline to achieve targets.

- Empowering team members with skills to improve their confidence, product knowledge, and communication skills.
- Conducting quarterly performance reviews.
- Creating a pleasant working environment that inspires the team

Sales Associate

Managing the day-to-day activities of the team. Motivating the team to achieve organizational goals. Developing and implementing a timeline to achieve targets. Developing and implementing a timeline to achieve targets.

- Greeting customers, responding to questions, improving engagement with merchandise and providing outstanding customer service.
- Operating cash registers, managing financial transactions, and balancing drawers.
- Achieving established goals.
- Directing customers to merchandise within the store.
- Increasing in store sales.
- Superior product knowledge.
- Maintaining an orderly appearance throughout the sales floor.
- Introducing promotions and opportunities to customers.
- Cross-selling products to increase purchase amounts.

PROFESSIONAL SKILLS

- Excellent Knowledge of performance evaluation metrics and principles
- Excellent verbal and written communication. Conducting quarterly performance reviews.
- Ability to devise relevant and innovative strategies.
- Strong supervisory
- interpersonal, and collaborative skills
- Inventory Management
- Customer Satisfaction oriented
- Time Management
- Decision Making
- Problem Solving
- Excellent Leader Ship Skills
- Excellent Soft Skills
- Excellent presentation skills
- Very well Knowledge of Computer Skills Specifically (Excel -Word - Powerpoint - Outlook)
- very good level of English writing , speaking and listening

EDUCATION

Bachelor of Commerce and Business Administration

People Management Certificate and Performance Evaluation - Workshop from the American University in Cairo AUC

Certificate of learning soft skills - Udemy

Experience certificate from International Business Services - IBS
