



**MOHAMED ABD
ELRAHMAN**

supervisor

LANGUAGES

**ARABIC – native speak ENGLISH
– fluent spoken, written & read.**

General conversation – perfect

CONTACT

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01102129902

Email:
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Date of birth: 17/01/1987.

Status: married.

Nationality: Egyptian.

EDUCATION

Ain shams university

Faculty of commerce

Year of Passing : 2012

WORK EXPERIENCE

**Customer service administrator – MAGENTA
INVESTMENTS COMPANY, UAE**

- Organized and performed customer service professional goal-setting sessions, as well as disciplinary action plan development sessions.
- Provide administrative support to Executive Management, Customer Service and Inside Sales Department for dental/medical manufacturing company.
- Performed a variety of office administrative responsibilities including filing, data entry, reporting, typing, and transaction management.
- In (OP) Translate what the customer want from Arabic to english and from english to Arabic
- In (OP) Finish the registration and billing to the customer and but it in the system
- Completed routine daily service functions, including order fulfilment and data entry for a professional digital storage company.
- Handled customer calls regarding general product specifications, order processing requirements, new customer requirements in order to resolve customer complaints.

- Provided excellent customer support including managing customer complaints, providing accurate information on company product line
- Helping patients from the clinic door until reaching the nurse and translating what the patient needs. The nurse will meet the patient's needs .

clerk business cycles - Carrefour hyper market

Responsibilities

- Make the orders for all the fresh food & beverage & known food .
- Check the labeling survey .
- Check all the price in saleing area it's correct.
- Check the standard management and the file & documents & emails.
- Follow the policy & roles.
- Check the quality for products in saleing area especially fresh food

supervisor at carrefour hyper market

MAFCARREFOUR, UAE

1. Customer Service.

- resolving customer issues efficiently while providing excellent customer services.
- Maintained record of all registered cash transactions and maintained accuracy according to required customer service guidelines.
- Trained new employees how to effectively provide customer service by following company guidelines and procedures.
- Received raise for consistent recognition by customers for providing excellent customer service to our members.
- Presented in-depth knowledge of general parking procedures and practices while assisting high volume of patrons fast and efficiently.
- Handled the angry customers and fix the problem .
- Help the customers to find the items easily.
- Achieve the target every month.

- High knowledge software for pc and labtop & mobility.

3. POS.

- Customer service representative and supervisor / Maintained inventory and ordered supplies..
- Performed daily deposits and weekly transaction audits; opened and closed store registers/controllers.
- Increased customer satisfaction through maintaining positive interaction through entire transaction.
- Meeting customers and answering their inquiries about products .

supervisor office automation & mobility - Carrefour hyper market

RESPONSIBILITIES

- Coordinate sales team by managing schedules, filing important documents and communicating relevant information.
- Ensure the adequacy of sales-related equipment or material.
- Respond to complaints from customers and give after-sales support when requested.
- Store and sort financial and non-financial data in electronic form and present reports.
- Handle the processing of all orders with accuracy and timeliness.
- Inform clients of unforeseen delays or problems.
- Monitor the team's progress, identify shortcomings and propose improvements.
- Assist in the preparation and organizing of promotional material or events.
- Ensure adherence to laws and policies.

4. Customer Complaints.

- Provided high quality customer service and handled customer complaints. • Provided customer service and assisted customers with customer complaints.
- Resolve customer complaints and recommends disciplinary action when warranted.

- Resolved customer complaints/issues with courtesy and accuracy.

5. Sales Transactions.

- Meeting customers and answering their inquiries about products
- taking care of the exhibits and making sure that all data related to the products are available including specifications and prices, good appearance .

CURRENT JOB

**Retail Assistant store manager at
(landmark group)**

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- Store and sort financial and non-financial data in electronic form and present reports.
- Handle the processing of all orders with accuracy and timeliness.
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- Ensure adherence to laws and policy .

SKILLS

- Good computer skills (MS Office).
- Strong decision maker.
- Well-organized and. responsible with an aptitude in problem-solving.
- Good listener.
- Helpful.
- Multi – tasker.

Motivational.

- Coaching.
- Innovative.
- Service-focused.
- Verbal and physical communication.
- Staying goal – oriented.
- Energetic.
- Flexible.

Networking.