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MOHAMED IBRAHIM ASHRY

JOB OBJECTIVE

Seeking a prominent and challenging position in my work, experience and proven abilities will offer an advancement opportunity within the organization.

PERSONAL INFORMATION

- Gender: Male.
- Marital status: Married.
- Nationality: Egyptian.
- Date of Birth: 14/9/1988
- Military service: Completed.

EDUCATION : DURATION (FROM SEP 2005 TILL JUN 2010)

- University : Modern Academy in Maadi, Cairo.
- College: Bachelor of Computer Science.
- Total grade: Good.
- Project graduation grade: Excellent.
- Year of graduation : 2010

EXPERIENCE

•VODAFONE / Egypt

➤ **Store Manager** since APRIL 2019 till JAN 2024.

- * Manage the daily operation of store to provide a highly quality service experience to customers & ensure the achievement of sales targets.
- * Lead and coach staff to ensure they provide a positive retail experience to customers, and to help them achieve sales targets and objectives.
- * Sell products and services and take the opportunity to up-sell, where possible.
- * Coordinate with Sales Promotions for the planning and execution of product launches special offers and announcements so that staff are prepared to handle enquiries.
- * Maintain high level of inventory and cash controls and prepares daily reconciliation reports for management review and approval.
- * Monitor overall store performance against agreed sales targets and service standards.
- * Ensure service is constantly given to all customers.
- * Effective management of churn and retention of customers.
- * Feedback to management on areas of concern and development.
- * Drive all special campaigns and programs run within the store to ensure maximum profitability from strategic product.
- * Ensures that the shop is maintained at high standards to maximize TNPS and mystery shopping results.

➤ **Team Leader** since MARCH 2016 till MARCH 2019 .

- * Managing the day-to-day activities of the team.
- * Developing and implementing a timeline to achieve targets.
- * Conducting training of team members to maximize their potential.
- * Empowering team members with skills to improve their confidence, product knowledge, and communication skills.
- * Motivate staff members to up-sell and cross-sell products & services.
- * Monitor the quality of sales.
- * Handling customers complaints and decrease it month over month.
- * Cash Handling variance reports and taking corrective and preventive actions.
- * Handling the cash end of day processes.
- * Provide support, guidance and solutions to the team.
- * Accurate inventory control.
- * Maintain store look and feel (maintenance, cleanliness, displays, etc...)

➤ **Senior Sales** since DEC 2014 till FEB 2016 .

- * Selling Vodafone products and services directly to customers.
- * Recommending products and services that fit the needs of customers.
- * Closing sales and recording all sales information accurately in system.
- * Following all policies, procedures and compliance guidelines when interacting with customers.
- * Engaging in ongoing training to achieve my potential, targets and earn commissions.

➤ **Customer Care Representative** since OCT 2012 till NOV 2014 :

- * Provided customers with all required information related to the company products and services with delighting them with a superior customer service.
- * Applied FCR concept for all customers inquires.
- * Followed up all customers related issues and provided timely feedback to Customers.
- * Adhered to Customer Operations Department policies and procedures.
- * Provided customers with superior recommendations and actions, and was a driver for customer's satisfaction and Loyalty.
- * Answering all customer questions and offering suitable solutions.
- * Handled and retained all the customers complaints within the service level.

SKILLS

LANGUAGES SKILLS:

- Arabic: Mother language.
- English: Very Good.
- French: Good.

OTHERS SKILLS:

- Excellent in leadership, decision-making and negotiation skills.
- Very effective oral and written communication skills.
- Creative, accountable and tasks initiative.
- Excellent team worker.
- Able to work under pressure.
- Ability to think out of the box.
- Ability to handle multiple tasks.

OTHER INFORMATIONS

- Experience in solving software problems for computers.

INTERESTS AND HOBBIES

Reading, traveling, walking, swimming, playing chess and football.