

Mohamed Abdelsabour

Mohamed

Retail Supervisor

Hard-working Supervisor with exceptional experience leading teams, delivering results and exceeding expectations. Creative and motivated leader adept at utilizing exceptional design and planning strengths to accomplish complex projects. Skilled in teaching new concepts and best practice strategies. Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals.

Contact

Address

Suez, Egypt

Phone

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Skills

Personal Skills	●●●●● Excellent
Time management.	●●●●● Excellent
Strategic selling	●●●●○ Very Good
Developing brand messaging	●●●●○ Very Good
Active Listening	●●●●● Excellent
Problem-Solving	●●●●● Excellent

Work History

2021-06 -
Current

Retail Supervisor

E-finance, Suez, Egypt

- Built successful retail teams by instilling culture of collaboration and developing daily plans centered on common group goals.
- Oversaw continuous floor maintenance and recovery efforts, keeping displays and shelves customer-ready and professionally presented.
- Scheduled workers and delegated assignments to effectively meet expected customer and business demands.
- Entered and priced inventory to assist with efficient restocking.
- Coordinated merchandising displays, signage and sales enablement.
- Processed exchanges, refunds and team member purchases to keep cashiers focused on efficiently checking out regular customers.
- Trained and oriented associates to maximize team performance.
- Trained team members in successful strategies to meet operational and sales targets.
- Liaised with sales, marketing and management teams to develop solutions and accomplish shared objectives.
- Examined incoming inventory, merchandised

Training and Development	●●●●● Excellent
Data Entry	●●●●● Excellent
Retail Sales	●●●●● Excellent
Retail management	●●●●● Excellent
Retail knowledge	●●●●● Excellent
Complaint resolution	●●●●● Excellent
• Staff Management	●●●●● Excellent
• Operations management	●●●●● Excellent
• Decision Making	●●●●● Excellent

2016-09 -
2021-06

Languages

Arabic	●●●●● Excellent
English	●●●●● Excellent

Software

SAP	●●●●● Excellent
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shelves and prevented shrinkage.

- Assigned jobs to individual employees by considering factors such as previous training, current abilities and general knowledge.
- Trained newly hired sales team in upselling techniques.
- Monitored cashiers' work and balanced registers to maintain strong financial controls.
- Created timely and accurate inventory, cash and production reports for senior managers.
- Kept merchandise fresh by monitoring use of proper stock rotation procedures and setting up promotions to move out aging products.
- Engaged associates in daily operations through open communication and upbeat team meetings.

Senior Retail Advisor

Vodafone, Suez

- Train the existing sales staff and head the recruitment of new sales staff as the team grows
- Assign important tasks to the team, gauging the staff's performance, and making necessary changes to boost it
- Monitor the sales team's performance and make tough decisions when necessary
- Prepare and submit performance reports to the senior management
- Solve any problems that the customers face and answer questions to ensure customer satisfaction
- Come up with unique ideas to help our brand maximize sales and build upon existing strategies that have provided great results in the past
- Maintain a smooth flow of feedback throughout the sales team and encourage an environment of constructive and healthy criticism
- Ensure an atmosphere of healthy competition within the team to motivate them while emphasizing teamwork
- Keep a positive relationship with all our customers
- Negotiate deals and support negotiation from

the team

- Assist the new staff in handling customer problems and initiating them the company's work culture
- Set realistic sales targets and motivate the sales to encourage an atmosphere of positivity
- Write reports, gauge the sales team's performance, and make the necessary changes in the sales strategies that are not providing expected results.

**2015-04 -
2016-09**

Customer service representative

Vodafone, Ain Sokhna

- Manage large amounts of incoming phone calls
- Generate sales leads
- Identify and assess customers' needs to achieve satisfaction
- Build sustainable relationships and trust with customer accounts through open and interactive communication
- Provide accurate, valid and complete information by using the right methods/tools
- Meet personal/customer service team sales targets and call handling quotas
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
- Keep records of customer interactions, process customer accounts and file documents
- Follow communication procedures, guidelines and policies
- Take the extra mile to engage customers

**2014-04 -
2015-02**

Financial Accountant

EG Training, Cairo

- Prepares monthly statements by collecting data; analyzing and investigating variances; summarizing data, information, and trends
- Prepares state quarterly and annual statements by assembling data
- Complies with state and federal tax filing requirements by studying regulations; adhering to

requirements; advising management on required actions; calculating quarterly estimated tax payments; assembling data for quarterly and annual tax filings

- Responds to financial inquiries by gathering, analyzing, summarizing, and interpreting data
- Provides financial advice by studying operational issues; applying financial principles and practices; developing recommendations
- Prepares special reports by studying variances; preparing budgets; developing forecasts.

**2013-06 -
2014-04**

Accountant

Cairo

- Prepares asset, liability, and capital account entries by compiling and analyzing account information
- Documents financial transactions by entering account information
- Recommends financial actions by analyzing accounting options
- Summarizes current financial status by collecting information; preparing balance sheet, profit and loss statement, and other reports
- Substantiates financial transactions by auditing documents
- Maintains accounting controls by preparing and recommending policies and procedures
- Guides accounting clerical staff by coordinating activities and answering questions
- Reconciles financial discrepancies by collecting and analyzing account information
- Secures financial information by completing data base backups.

Education

**2009-01 -
2013-06**

Bachelor's of Commerce: Accounting

Suez Canal University
Faculty Of Commerce

Certifications

2019-05	Sales Essentials Certificate
2015-01	ICDL

Accomplishments

- Used Microsoft Excel to develop inventory tracking spreadsheets.
- Customer Follow-up - Ensured that customers were satisfied with company products and services by doing purchase follow-up calls.
- Resolved product issue through consumer testing.
- Supervised team of 4 staff members.
- Conflict Resolution - Responsible for handling customer account inquiries, accurately providing information to ensure resolution of product/service complaints and customer satisfaction.