

MAHMOUD ALI AHMED

<u>9 Taha Gad street, Spates, Elharam,</u> <u>Giza, Egypt.</u> <u>Mobile: +201002299805 Mobile: +0201111833661</u> E-mail: mahmoud.abdelgyd@gmail.com

OBJECTIVE:

Seeking to develop my skills to meet your requirement in the field of the

work.

Date of birth: 27th, 9, 1984 Marital Status: Married. Military Status: Exempted. Gender: Male. Nationality: Egyptian

PERSONAL INFORMATION:

EDUCATION:

Bachelor of Commerce. (Business administrator Department) Class: 2005. Grade: Good

SKILLS

Personal skills:

I have a driver's license. Working under pressure. Working in team work. Ability of training others. Leading personality. Learning quickly. Communication skills. Handling customers complains.

Language Skills:

Arabic: mother tongue. English: good spoken and written.

Computer Skills:

Good knowledge of Oracle, Remedy, RMS and Dynamic 365. Good knowledge of Win 10. Good knowledge of Microsoft Office Advanced 2007.2010.

Courses:

Soft skills and selling skills at Quest Sales Expert diploma from AUC. ICDL certificate from Russian Cultural Center. English courses at Cairo University.

Soft skills:

Good products knowledge at all electronics' technology like (Mobile smart phones, Tablets, Laptops, TV`s and home appliance) Software's knowledge like (Android OS, Apple OS and Windows Phone OS).

EXPERIENCES:

Branch Manager at Mobilaty

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"Alsafy Group" From February

2022 till Now.

Job descriptions:

- ✓ Customer services representative.
- ✓ Cash control and security tasks.
- \checkmark -Orientation for the new higher staff and teach them the rules.
- \checkmark Make market survey for agent prices & retailers stores.
- ✓ -Greeting for the customers, make sales transactions, convince the customers for new expensive items, and handle all sales problems.
- \checkmark Receiving the products & displaying as standard plane gram.

Branch Manager at "Fawry plus for banking services" *Pust* From January

2019 till November 2021.

Job descriptions:

- Supervise, execute and control all sort of Payment services.

- ✓ Assist customers with the required explanation for Loans and facilitate availing them.
- ✓ Help Customers with Banking wallets activations and Money Transfer
- ✓ Ability to have a full Cash control,
- \checkmark Execute a full branch audit to ensure a proper maintained record.
- Receiving the products & displaying as standard plane gram.

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Branch Manager "Union Group" UNIONGROUP From September 2016 till

November 2018.

Job descriptions:

- ✓ Customer services representative.
- ✓ Cash control and security tasks.

- \checkmark Orientation for the new higher staff and teach them the rules.
- ✓ Make market survey for agent prices & retailers stores.
- ✓ Greeting for the customers, make sales transactions, convince the customers for new expensive items and handle all sales problems.
- ✓ Receiving the products & displaying as standard plane gram.

Branch Manager "Raya Holding" From august 2011 till August 2016.

Job descriptions:

- ✓ Customer services representative.
- ✓ Cash control and security tasks.
- \checkmark -Orientation for the new higher staff and teach them the rules.
- ✓ Make market survey for agent prices & retailers stores.
- ✓ -Greeting for the customers, make sales transactions, convince the customers for new expensive items, and handle all sales problems.
- \checkmark Receiving the products & displaying as standard plane gram.

2) Branch Manager "mobile shop" From august 2007 till July 2011 Job descriptions:

- ✓ Manage a large team of sales representative, senior and assistant manager.
- \checkmark Cash control and security tasks.
- \checkmark -Orientation for the new higher staff and teach them the rules.
- \checkmark Make market survey for agent prices & retailers stores.
- ✓ -Greeting for the customers, make sales transactions, convince the customers for new expensive items and handle all sales problems.
- \checkmark Receiving the products & displaying as standard plane gram.

4) Sales representative at Credit Agreicole Egypt. From 2006 till Jul 2007

✓ Job descriptions:

Sales representative for Visa Card international project.

3) Marketing Specialist at Chili's Egypt. From August 2005 till July 2006.

- Marketing Specialist Organizer of parties.

Interests:

Traveling, listen to music, fiddle music, Cinema, GYM, Swimming and Horseback riding.