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Mahmoud Abdel Raouf

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| Personal information | * Nationality : Egyptian
* Date Of Birth : 20-11-1972
* Marital Status : Married
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| Education | 1995 Cairo university Cairo, Egypt* B.Sc. In Commerce
* Graduation Date: May 1995
* Graduation Grade: Good
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| Related courses | * Microsoft Office "Training course" Cairo, Egypt
* Management Skills "Training course" Sultan Center, Kuwait
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| Skills | * Language
* Arabic Mother Tongue.
* Very Good in English
* Computer
* Ms Office (ver. 2010), Windows, internet tools
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| Work experience  | **(10 /2019 to 7 /2023 ) Naqaa Asir Company Saudi Arabia (OPERATION MANAGER)**• Completes store operational requirements by scheduling and assigning employees; following up on work results.• Maintains store staff by recruiting, selecting, orienting, and training employees.• Maintains store staff job results by coaching, counseling, and disciplining employees; planning, monitoring, and appraising job results.• Achieves financial objectives by preparing an annual budget; scheduling expenditures; analyzing variances; initiating corrective actions.• Identifies current and future customer requirements by establishing rapport with potential and actual customers and other persons in a position to understand service requirements.• Ensures availability of merchandise and services by approving contracts; maintaining inventories.• Formulates pricing policies by reviewing merchandising activities; determining additional needed sales promotion; authorizing clearance sales; studying trends.• Markets merchandise by studying advertising, sales promotion, and display plans; analyzing operating and financial statements for profitability ratios.• Secures merchandise by implementing security systems and measures.• Protects employees and customers by providing a safe and clean store environment.• Maintains the stability and reputation of the store by complying with legal requirements.• Determines marketing strategy changes by reviewing operating and financial statements and departmental sales records.• Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies.• Maintains operations by initiating, coordinating, and enforcing program, operational, and personnel policies and procedures.• Contributes to team effort by accomplishing related results as needed**(12-2018 to 8-2019) Meedy Trade Company Egypt (OPERATION MANAGER )**  • Completes store operational requirements by scheduling and assigning employees; following up on work results.• Maintains store staff by recruiting, selecting, orienting, and training employees.• Maintains store staff job results by coaching, counseling, and disciplining employees; 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communicating values, strategies, and objectives; assigning accountabilities; planning, monitoring, and appraising job results; developing incentives; developing a climate for offering information and opinions; providing educational opportunities.
* Develops strategic plan by studying technological and financial opportunities; presenting assumptions; recommending objectives.
* Accomplishes subsidiary objectives by establishing plans, budgets, and results measurements; allocating resources; reviewing progress; making mid-course corrections.
* Coordinates efforts by establishing procurement, production, marketing, field, and technical services policies and practices; coordinating actions with corporate staff.
* Builds company image by collaborating with customers, government, community organizations, and employees; enforcing ethical business practices.
* Maintains quality service by establishing and enforcing organization standards.
* Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; benchmarking state-of-the-art practices; participating in professional societies.
* Contributes to team effort by accomplishing related results as needed.

(9- 2003 to (3-2013The Sultan Center For Hyper Market KUWAIT ( Store Manager )  * Completes store operational requirements by scheduling and assigning employees; following up on work results.
* Maintains store staff by recruiting, selecting, orienting, and training employees.
* Maintains store staff job results by coaching, counseling, and disciplining employees; planning, monitoring, and appraising job results.
* Achieves financial objectives by preparing an annual budget; scheduling expenditures; analyzing variances; initiating corrective actions.
* Identifies current and future customer requirements by establishing rapport with potential and actual customers and other persons in a position to understand service requirements.
* Ensures availability of merchandise and services by approving contracts; maintaining inventories.
* Formulates pricing policies by reviewing merchandising activities; determining additional needed sales promotion; authorizing clearance sales; studying trends.
* Markets merchandise by studying advertising, sales promotion, and display plans; analyzing operating and financial statements for profitability ratios.
* Secures merchandise by implementing security systems and measures.
* Protects employees and customers by providing a safe and clean store environment.
* Maintains the stability and reputation of the store by complying with legal requirements.
* Determines marketing strategy changes by reviewing operating and financial statements and departmental sales records.
* Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies.
* Maintains operations by initiating, coordinating, and enforcing program, operational, and personnel policies

(2001 – 2003) Ben Dawoud Company Saudi Arabia ( Branch Manager) * Completes store operational requirements by scheduling and assigning employees; following up on work results.
* Maintains store staff by recruiting, selecting, orienting, and training employees.
* Maintains store staff job results by coaching, counseling, and disciplining employees; planning, monitoring, and appraising job results.
* Achieves financial objectives by preparing an annual budget; scheduling expenditures; analyzing variances; initiating corrective actions.
* Identifies current and future customer requirements by establishing rapport with potential and actual customers and other persons in a position to understand service requirements.
* Ensures availability of merchandise and services by approving contracts; maintaining inventories.
* Formulates pricing policies by reviewing merchandising activities; determining additional needed sales promotion; authorizing clearance sales; studying trends.
* Markets merchandise by studying advertising, sales promotion, and display plans; analyzing operating and financial statements for profitability ratios.
* Secures merchandise by implementing security systems and measures.
* Protects employees and customers by providing a safe and clean store environment.
* Maintains the stability and reputation of the store by complying with legal requirements.
* Determines marketing strategy changes by reviewing operating and financial statements and departmental sales records.
* Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies.
* Maintains operations by initiating, coordinating, and enforcing program, operational, and personnel policies and procedures.
* Contributes to team effort by accomplishing related results as needed

(1999 – 2001) Sunsibry For Super Market Egypt (Branch Manager)Follow up company policy (Top management). Planning to achieve targets.Scheduling staffs.Ordering all department requirements. Controls daily sales and shrink.Customer service. Preparing the store ready from A to Z for customer.Ready for any customer complain.Reviewing documents, inspecting and reporting.Giving training courses to the staff.Held weekly and monthly meeting for the staff.(1998 - 1999 ) Emico Egypt (Sales Supervisor)Follow up company policy. Planning to achieve targets.Scheduling staffs and customers. Controls daily sales.Customer service. Ready for any customer complain.Reviewing documents and reporting.Giving training courses to the staff.Held weekly and monthly meeting for the staff.(1995 – 1998 ) Right Group Egypt (Sales Supervisor)Follow up company policy.Controls daily sales.Customer service. Ready for any customer complain.Reviewing documents and reporting. |
| Additional professional activities | * Good experience in Retail Management.
* Active Personality.
* Good Customer Service Knowledge.
* Good communication skills
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| Computer SKILLS | * Ms Office (Vr 2003), Windows, internet tools.
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