

Mayada Mohamed

Shop Manager

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Summary:

I am committed to learning and self-development so that I can consistently achieve better results, I am adept at handling multiple tasks on a daily basis competently and at working well under pressure. Furthermore, I am excellent in working with others to achieve a certain objective on time and with excellence.

Professional Experience:

Shop Manager
Orange, Cairo

May 2023 – present

- Developing store strategies to raise customers' pool, expand store traffic and optimize profitability.
- Prepare daily / monthly sales action plan by Coaching, motivating, mentoring and providing feedback to store staff to achieving more than 100% of the monthly requested target.
- Prepare monthly attendance schedule.
- Managing stock and cash levels and making key decisions about stock and cash control.
- Ensuring high levels of customers satisfaction through excellent service and teach it to staff.
- Complete store administration and ensure compliance with policies and procedures.
- Managing shop expenses.
- Deal with all issues that arise from staff or customers (complaints, grievances etc.).
- I worked as a delegate by supervising the area's shops, which exceed ten shops, and working to raise the efficiency of these shops by raising purchasing power as well as achieving sales goals and maintaining customer experience also Achieving the highest efficiency of employees and managers in customer service.
- Handling Tasks related to my district from Area manger like (worked on shop's P & L, generate reports and carry out analysis, new hiring training, review the quality standards of the district's shops and brief on the new products and offers to shops).

Sales Specialist
Orange, Cairo

DEC 2019 – May 2023

- Be knowledgeable about the product.
- Contact new and existing customers to discuss needs.
- Emphasize the features of products to highlight how they solve customer problems.
- Negotiate prices and terms and prepare sales agreements to catch 100% of the monthly target and KPI.
- Stock keeper, contracts archiving, mail handling and handling the financial issues.

EDUCATION

Dar Al uloom
Cairo university, Cairo

Sep 2018 - Jun 2021

SKILLS

Expert in: Time Management, Customer Management skills, Communication skills, Powerful leading skills and business orientation, interpersonal skills, sales Monitoring.