

Esraa Mohsen Fadl

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Address: El-Amirya

Profile

Proactive problem solver and experienced retail manager with Bachelor's degree in IT. Seeking the position of a Retail Manager; coming with IT systems expertise and proven abilities to manage online sales store, processing online sales, respond to customer enquiries, and coordinate shipping transfers to fulfillment houses.

Personal Information

Date of Birth: 16/09/1997

Nationality: Egyptian

Marital Status: single

Personal Skills

- Creativity
- Teamwork
- Communication
- Problem Solving
- Leadership

Work Experience

***Sales and Training Cashier at Bershka: 2020-2021.**

- Participate in stock management and control
- Assist shoppers locate the products and goods they desire
- Perform cash processing and card payments
- Stock shelves with goods
- Answer queries from shoppers.

***Sales and Cashier at DeFacto: 2017-2019.**

- Guide and give advice to customers on product selection
- Deal with customer refunds
- Keep the store clean and tidy; this includes mopping and hovering
- Work within established guidelines with brands
- Attach price tags to merchandise

Education

- Bachelor of Information Technology.

Class of: 2019.

Future Academy.

Language

- Arabic: Mother Tongue
- English: Upper- intermediate.

Computer skills

- Word
- Excel