

# Mohamed Abd El Rahman Yousef Elshoura

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Language: Arabic, English.  
Birth date: Sep 9, 1991  
Visa Status: Employment – Pending cancellation  
Marital status: married



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## CAREER / JOB OBJECTIVE

To offer and extend my service and skills in my utmost ability and be able to utilize my knowledge I gained from my studies and relevant work experience. In addition, able to be employed in a firm wherein one is to attain professional growth and career advancement.

## QUALIFICATION SUMMARY

- Excellent knowledge in Microsoft Office – MS Word, Excel and PowerPoint.
- Well experienced in handling customers concerns and queries.
- Willing and able to handle variety of tasks; reliable and adaptable.
- Well experienced in administrative works.
- Speaking multi language.

## EDUCATIONAL BACKGROUND

College Degree B.S faculty of arts, department of library.

## JOB EXPERIENCE

Position: Team leader operation

At Floward Meena

Location: Sharjah Branch -UAE

Industry: Online Flower shop

Sep 2021 – Oct 2022.

### Duties and Responsibilities:

- Logistics operations planning and logistics management and supervision.
- Supervising warehouse and merchandise manufacturing methods.
- Work in a manner that achieves the goals of the institution and in accordance with the budgets set.
- Negotiating with customers and suppliers of goods.
- Ensure that the employees in the distribution and warehousing department comply with security and safety rules.
- Tracking the movement of goods and supervising the movement of their storage.
- Quality control of goods and logistics.
- Development of the company's supply chain
- Staff performance evaluation.
- Preparing the necessary reports and submitting them to senior management.
- Keep track of all matters related to incoming and out going shipments such as delivery.

**Position: Customer Service team leader & Social Media Marketing**

**: SAWA DELIVERY Services**

**Location: Dubai – UAE JAN**

**2018–AUG 2021**

**Industry: Delivery Services**

**Duties and Responsibilities: customer service:**

- Handling customers concerns and queries.
- Able to handle variety of tasks; reliable and adaptable.
- Make good offer with traders for prices.
- Follow all details about parcel with customers and drivers
- The link between drivers, traders and customers.

**Duties and responsibilities: Social Media Marketing:**

- Develop and implement social media brand strategies, campaigns, and plans to build brand/company awareness
- Oversee day-to-day management of campaigns and ensure brand consistency
- Create, maintain, and grow new and existing social networks, including Twitter, LinkedIn, Pinterest, YouTube, Foursquare, Instagram, Google+, Facebook, and others
- Incorporate optimization strategies, analyze data, and research the best ways to increase traffic
- Review the success of campaigns and develop ways to improve
- Plan paid social media advertising strategies and budgets
- Research new media platforms, trends, and industry opportunities

**Position: Sales Executive**

**Jurassic Technologies – Vodafone Channel Partner**

**Location: Egypt**

**Industry: Telecommunications**

**November 2015 – 2018**

**Duties and Responsibilities:**

- Research and contact prospective clients, qualify leads and arrange suitable appointments for the Business Development Managers.
- Establish new relationships by researching, adding and developing new clients.
- Actively manage the client database to ensure information is accurate and kept up to date for direct mailing activities. Identify past prospects due for follow up calls.
- Maintain existing client relationships, in particular, those which are not actively visited by field sales personnel.

**Position: Customer Service Supervisor IT Data**

**Location: Cairo, Egypt**

**Company Industry: Information Technology**

**June 2014 - May 2015**

**Duties and Responsibilities:**

- Checking the software for all the BC
- Checking all the setting for all the programs
- Helping all the staff in solving all the issues related to IT failed

**Position: Shop In-Charge and Supervisor**

**CIRO & FELICE CO.**

**Location: Cairo, Egypt**

**Industry: ITALIAN JEWELLERY COMPANY**

**October 2013 – April 2014**

**Duties and Responsibilities:**

- **Introducing new Jewellery product in the company.**
- **Assisting customer for their query of the Jewellery product.**
- **Managing monthly sales report.**
- **Supervising all the staff doing correct their duties.**
- **Encouraging the staff to do their monthly target.**

**Position: Executive Sales for Cars & Cars Accessories**

**El Kamouny Auto**

**Location: Cairo Egypt**

**Industry: Automotive**

**October 2011 – August 2012**

**Duties and Responsibilities:**

- **Assisting customers to choose their needs**
- **Explaining all the accessories for the cars**
- **Making a plan for the team to increase the sales**
- **Managing the sales report for the branch**