

SAMAR FAWZY AHMED EL SHARAKY

DATE OF BIRTH :25-04-1992

NATIONALITY: EGYPTIAN

CONTACT :054 470 8547-050 9910262

VALID LICENSE NUMBER

E –MAIL: Sammarelsharaky2018@Gmail.Com

Visa Status: Valid



PERSONAL SUMMERY

Retail Sales Professional Offering 3 Years in Retail Customer Service. Focused On Exceeding Expectation and Sales Goals, Enthusiastic, Outgoing and Proficient at Building Positive Relationship with New Excising Customer by Offering Superior Customer Services with Flexible Schedule.

PROFISSINAL EXPERIENCE

- **Call Center Agent**
- **Reach Employment Service (The Minsirty of Community Development)**
 - Use Questioning and Listening skills that support effective telephone communication.
 - Understand the impact of attitude in handling calls professionally effectively deals with stress among callers and upset customers use thr most approprite wayto communicate with differnts behavior types on the telephone.
 - Acted professionally and patiently when addressing negative custmer feedback
 - Help individuals comprehend the call center envionment and its importance to the enterprise.
- **Furniture Sales Associate At Home Center Landmark Group Dubai (March 2021 Till Present)**

Responsibilities :

 - Greet Customer And Ascertain What Each Customer Wants Or Needs
 - Describe Merchaindise And Explain Use,Operation And Care Merchandise To Customer .

- Recommend ,Select Help Locate Or Obtain Merchandise Based On Customer Need And Desires.
- Compute Sales Prices ,Total,Purchases And Process Cash Or Credit Payments.
- Answer Questions Regarding The Solve And Merchandies
- Maintain Knowledge Of Current Sales And Promotion ,Policies Regarding Payments And Exchanges And Security Practices.
- Maintained A Clean Furniture Environment Providing Enhance Their Lives.
- **Sales Associate Apparel Dubai (Nautica)**
Responsibilities:
 - Maintained Organized Presentable Merchandise To Drive Continuous Sales
 - Analyzed And Properly Processed Product Returns Assisting Customer With Finding Alternative Merchandise To Meet Needs
 - Organized Racks And Shelves To Maintain Store Visual Appeal ,Engage Customer And Promote Specific Merchandise.
- **Customer Services At (EAAC) Training Center**
 - Help Customer With Complaints And Questions ,Give Customer Information About Products And Services Take Orders And Reservations.
 - Answering Inbound Phone Calls ,Addressing Customer Questions About Products And Services And Processing Payments.
- **Accountant At The Arab Contractors (Egypt)**

EDUCATION

- Bachelor Of Commerce -Alexandria University Accounting Departments 2015 ,Grade :GOOD

LANGUAGES:

Arabic :Native Languages

English :Very Good Writing And Speaking

COMPUTER SKILLS

Advanced Understanding Of Basic MS OFFICE (Word Excel And Power Point)And Microsoft Operating Systems.

Highly Skilled Of Using Computer For Scientific Reserch And Internet

Declaration

I, Hereby Declare That the Information Given Above Is True and Correct to The Best of My Knowledge. If An Offer Given to Work in Your Successful Firm. I Am Fully Confident of Working Myself with Most Creditability. Hopefully, For an Early and Favorable Consideration.

SAMAR FAWZY AHMED EL SHARAKY