

# MAHMOUD AHMED FOUAD

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## OBJECTIVE:

Seeking for a job in the field a reputable company where my backgrounds and my skills can be well utilized. And taking the **challenges** that allows for advancement and growth.

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## EDUCATION:

2001 -2005 Bachelor of Specific Studies Tourism & Hotel

Giza ,Egypt

The certificate is equality With Cairo university.

- tourist division tickets booking Department
- Grade: Fair.

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## EXPERIENCE:

- 4 Years Sales Manager ( **My HD Media FZ - LLC**) United Arab Emirates, Dubai "From March 2016 October 2019" – 1 Year Sales Supervisor & Dealer Support ( **My HD Media FZ - LLC**) United Arab Emirates, Dubai "From March 2015 up March 2016"
- 1 Year Sales executive ( **AITayer**) - ( **BVLGARI** ) United Arab Emirates, Dubai "From February 2014 to February 2015"
- 3 Years Senior sales executive ( **Jashanmal**) united Arab Emirates "From May 2011 To January 2014".
- 3 Years Customer service in ( **Al shaya**) United Arab Emirates, Dubai "From March 2006 To January 2009 ".

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## CERTIFICATES :

- Holds a fourth place for the highest sales in ( **United Arab Emirates** ) for the season 2012 .
- Holds a highest sales in ( kuwait ) for the season 2008.
- Holds a Certificate from ( **Egypt Air** ) in booking airline tickets in 2010 .
- Holds a Certificate from Nazih training center in ( **Amadeus program** ) in booking airline tickets in 2010 .

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## DUTIES :

- Achieving growth and hitting sales targets by successfully managing the sales team .
- Designing and implementing a strategic sales plan that expands company's customer base and ensure it's strong presence.
- Managing recruiting, objectives setting, coaching and performance monitoring of sales representatives.
- Plan to ensure achievement of divisional and personal target, aligning with company sales policies and strategies.
- Write and respond emails at the speed with absolute aplomb.
- Build a strong relationship and grow revenues from new and existing dealer accounts .
- Inspect dealer web site and make sure the dealer display our products property .
- Creating and accurately managing a sales activities in CRM system .
- Tracking and reporting the sales in CRM, on a daily basis.
- Work closely with other teams to pass through feedback and make recommendations on experience improvements.

- Maximizing store revenue by suggesting upgrades and add-ons to customers.
- Processing returns and refunds as required in line with company procedures.
- Occasionally being responsible for the stores security including being its key holder.
- Using the stock management system to log, check, locate and move stock both in and out of the store.
- Responsible for the daily management of the till in the absence of the senior members.
- Ensuring that all areas are clean and adhere to the company's clear floor policy and Safety requirements.
- Making sure that any item which is removed from a display column is replaced immediately after a sale.
- Handling customer complaints in a calm manner.
- Managing cash and payment systems in accordance with company procedures and policies.

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## **SKILLS:**

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### **Special Skills:**

- Good knowledge in dealing with customers and how to convince the customers.
- Maximizing sales performance through delivering an exceptional customer experience.
- Good knowledge in visual merchandising.
- Good knowledge how to do the daily and monthly report.
- Able to work well under pressure, priorities workload and work to deadlines.

### **Computer Skills:**

- I Capable Use Operating Systems (MICROSOFT SYSTEM).
- Good knowledge about Microsoft Office (Word, Excel, Outlook & Power Point).
- Good knowledge about photo shop.
- Internet Tools.

### **Language Skills:**

- Native language Arabic.
- Very good command of both written and spoken English.

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## **PROFESSIONAL TRAINING COURSES:**

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- English course at American University, Cairo.
- Training in ( Byblos Tours Company ).
- Ticketing course in Egypt air training center.
- Training course of Amadeus Program.

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## **Hobbies :**

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Reading , Internet Interesting , swimming

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## **PERSONAL INFORMATION:**

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- Date of Birth: 15/2/1984
- Marital Status: Married
- Military status : Exempted
- Visa status: Free Zone ( **Transferable** )
- Driving license : (**Valid UAE driving license + Car**)

**"Hope that I can be a small part of this greet company"**