

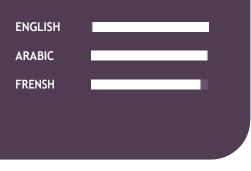
# **Mohamed Islam** MAKHLOUF

**Sales Associate** 

## CONTACT INFO



## LENGUAGES





ABOUT ME

WORK FXPFRIFNCF

Graduated with a master's degree in chemical engineering, I am a highly motivated sales executive with excellent customer service, with over 5 years of experience in retail sales, ability to excel sales targets and make a real difference in the organization's revenue generation. I have expert knowledge of the selling process and I fully recognize the human and emotional aspects of buying and selling. I possess strong social skills that enable me to be a strong relationship builder with clients always working on elevating the image of the company, diplomatic in dealing with customers. I believe my experience in Sales in general , paired with my outgoing personality and strong interpersonal skills, make me a strong match for a this role.

Sales Manger Catering Company 2019-2021	<ul> <li>-Profound knowledge of catering sales and catering procedures</li> <li>-Ability to develop and implement marketing strategies to increase business</li> <li>-Solid understanding of profit and loss statements</li> <li>-Proficient in the use of accounting software and MS Office applications</li> <li>-Ability to manage inventories and handle billing issues</li> <li>-Excellent internal and external communications skills</li> </ul>
Retail sales manager Perfume Store 2016-2019	<ul> <li>Opened and closed the store and creating staff assignments.</li> <li>Received and processed cash and credit payments for in-stor purchases.</li> <li>Shared product knowledge with customers while making personal recommendations.</li> <li>Described use and function of merchandise to customers.</li> <li>Placed special merchandise orders for customers.</li> <li>Createdstrategies to develop and expand existing customer sales.</li> <li>Worked as a team member to provide the highest level of service to customers.</li> </ul>
Sales associate Clothing store 2015-2016	<ul> <li>-Performed all functions regarding receiving, stock, and housekeeping-related tasks.</li> <li>-Engaged with customers enthusiastically to drive sales.</li> <li>-Processed cash and credit payments as a cashier, using point-of-sale (POS) systems.</li> <li>-Maintained up-to-date product knowledge by participating product and vendor training.</li> </ul>

### 2018-2020 Master's Degree - Chemical engineering 2 years of university education and training to obtain a master's degree in Chemical engineering 2015-2018 Bachelor's degree - Process engineering

3 years of university education and training to obtain a Bachelor's degree in process engineering

**Baccalaureate - Mathematics** 

3 years of high school education and training to obtain a baccalaureate degree in Mathematics

## **SKILLS**

- Answering Customers' Questions
- Greeting Customers
- Communicating with Other Stores or Buyers Customer Satisfaction
- Explaining Products to Customers
- Listening to Customers' Complaints

Order Taking

- Customer-First Mindset
- Customer Relations

2015

- Customer Service
- Listening to and Solving Customers' Complaints

-Recommending Products to Customers