



Mohamed Islam MAKHLOUF

Sales Associate

CONTACT INFO



+971521882834



makhloufislam971@gmail.com



Abu Hail, Dubai

LANGUAGES

ENGLISH

ARABIC

FRENCH



ABOUT ME

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.



WORK EXPERIENCE

Sales Manger

Catering Company

2019-2021

- Profound knowledge of catering sales and catering procedures
- Ability to develop and implement marketing strategies to increase business
- Solid understanding of profit and loss statements
- Proficient in the use of accounting software and MS Office applications
- Ability to manage inventories and handle billing issues
- Excellent internal and external communications skills

Retail sales manager

Perfume Store

2016-2019

- Opened and closed the store and creating staff assignments.
- Received and processed cash and credit payments for in-store purchases.
- Shared product knowledge with customers while making personal recommendations.
- Described use and function of merchandise to customers.
- Placed special merchandise orders for customers.
- Created strategies to develop and expand existing customer sales.
- Worked as a team member to provide the highest level of service to customers.

Sales associate

Clothing store

2015-2016

- Performed all functions regarding receiving, stock, and housekeeping-related tasks.
- Engaged with customers enthusiastically to drive sales.
- Processed cash and credit payments as a cashier, using point-of-sale (POS) systems.
- Maintained up-to-date product knowledge by participating in product and vendor training.



EDUCATION

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

2015

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
- Explaining Products to Customers
- Listening to Customers' Complaints
- Order Taking
- Customer-First Mindset
- Customer Relations
- Customer Satisfaction
- Customer Service
- Listening to and Solving Customers' Complaints
- Recommending Products to Customers