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Elmansoura
Eldakahlia, Egypt



Hesham Mahmoud Elnaggar

About Me

High energy, self-motivated, creative, good organizational and time management skills, Sales, Operations, Multi-Tasking, Team Leadership & Management, communications, Reporting and documentation, Business Analysis, Performance Tracking & Coaching, Employee training,



Education

2016 - 2020

Mansoura university | •Bachelor of science, 2020.
,Department of chemistry



Experience

2020 - 2021

Aqua Egypt | Manager area

Hiring and staffing.

Training new employees.

Coaching and developing existing employees.

Dealing with performance problems and terminations.

Supporting problem resolution and decision-making.

Conducting timely performance evaluations.
Translating corporate goals into functional and individual goals.
Monitoring performance and initiating action to strengthen results.
Monitoring and controlling expenses and budgets.
Tracking and reporting scorecard results to senior management.
Planning and goal-setting for future.

2018 - 2020

Dawa Egypt | Supervisor

set goals.
Determine the appropriate strategies to implement the objectives.
Recruitment of sales representatives
based training for salespeople
Encouragement and motivation for salespeople
Issuance of commands
planning
Follow-up workers, coordination and organization among them
Monitor goals and follow up their implementation
Coordination between sales representatives and distribution of sales areas to them
Monitoring and follow-up of the market and its movement
Competitor analysis and follow-up
Termination of sales deals
Follow up the after-sales process with customers
Monitoring sales and preparing its own reports

2016 - 2018

Rabha Store | Sales Executive

Greeting and directing customers
Answering customers' questions about specific products/services
Compute and record totals of transactions.
Count money in cash drawers at beginning of shifts to ensure that amounts are correct and that there is adequate change.
Establish or identify prices of goods, services or admission, and tabulate bills using calculators, cash registers.
Issue receipts, refunds, credits, or change due to customers.
Monitor check out stations to ensure that they have adequate cash available and that they are staffed appropriately.
Process merchandise returns and exchanges.

Receive payment by cash, check, credit cards, vouchers, or automatic debits.

Resolve customer complaints.

Calculate total payments received during a time period, and reconcile with total sales.

Post charges against guests or patients accounts.



Other Info

Skills

Ability to work under Pressure.

Ability to work individually and as a team member.

Able to learn new tasks quickly & very good at cashier.

Very good communication skills & telephone skills.

Very good leadership skills and know how to do up selling.

Self-motivated dependable and goal oriented.

Dealing with money with high level of accuracy,

Can deal with different level of people.

Responsible of making orders for my guest to ensure of high quality of our product.

Handling guest needs in way of communication and explaining of our product.

Ability to give a prompt quality solution for my guest.

Flexible and carry out any other duties when it required by management

Languages

English and Arabic

