

# Hisham EL Sayed

Dubai

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055-3213686

Seeking a challenging opportunity in a well-structured organization where I can utilize my skills and have the opportunity to enhance my experience, knowledge and interpersonal skills.

Willing to relocate: Anywhere

## Work Experience

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### **Fashion, Senior Sales**

HUGO BOSS - Dubai

January 2016 to Present

Duties & Responsibilities:

- Supervise the store auditors.
- I am always the image of the store, and ensuring that customers get a positive first look.
- Overall in charge of Store Operation, customer related issues, staff coaching and training.
- Handling and solving complains, delay in deliveries and miscommunication between customer and staff.
- I have excellent communication and interpersonal skills.
- Listening to customer requirements and presenting appropriately to make a sale.
- Excellent interpersonal, communication and relationship building skills. Listen attentively, communicate persuasively and follow through diligently

### **Fashion, Senior Sales**

Versace (Sankary Group) - Dubai

October 2013 to 2015

Duties & Responsibilities:

- Count cash drawers and make the bank deposits.
- Assign employees to specific duties to best meet the needs of the store.
- Instruct staff on appropriately handling difficult and complicated sales.
- Examine merchandise to verify that it was correctly priced and displayed.
- Implement a new ordering process identify poor work habits to improve process effectiveness.
- Schedule and lead weekly store meetings for all employees.
- Checking the quantities of goods on display and in stock.
- Develop efficient marketing and advertising strategies to increase sales.
- Advising on forthcoming product developments and discussing special promotions.

### **Fashion, Senior Sales**

Sacoor brothers - Dubai

August 2010 to 2013

Duties & Responsibilities:.

- Manage the Store to be nominated as one of the best branch for customer service and satisfaction.

- Responsible for creating excellent rapport between staff and customer.
- Handle and lead the operations whenever it is assigned to part, ship and other operation not held in the store, like food caravan and others.
- Handling and solving complains, delay in deliveries and miscommunication between customer and staff.
- Supervising and follow up of deliveries of customer will be given high priorities in every ordered product.
- Attain to drivers and staff complains in case the ordered product.
- I have excellent communication and interpersonal skills.

License Details:

## Education

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### **Bachelor degree in History**

Alexandria University Egypt

2008

### **Certificate in English language**

Cambridge training college Britain

### **Bachelor's in Customer Service Training**

Mansoura University