



MOHAMED SHAABAN MOHAMED

Date of birth: Nov 1995 | Gender: Male | Phone number: (+971) 0523906165 (Work) | Email address: m01001392132@gmail.com | Address Abu Dhabi

ABOUT ME

Dedicated and highly motivated Retail Professional with a strong background in branch management and sales leadership. Expert in overseeing daily operations, streamlining workflows, and enhancing customer satisfaction within high-volume retail environments. Proven track record of managing diverse teams and optimizing inventory levels to drive profitability and organizational growth. Committed to implementing strategic initiatives that elevate service standards and achieve business objectives through effective communication and management.

WORK EXPERIENCE

BRANCH MANAGER – KAZYON – 2024 – 2025

IS RESPONSIBLE FOR:

- **Executing** sales strategies to meet and exceed monthly performance targets and revenue goals
- **Optimizing** inventory management processes to minimize waste and maximize product availability
- **Enhancing** customer service quality by resolving inquiries promptly and maintaining high store standards
- **Leading** diverse retail teams through effective training, scheduling, and performance monitoring initiatives
- **Overseeing** comprehensive branch operations to ensure seamless workflow and adherence to corporate standards

SALES MANAGER – EL SEBAEI CLOTHING COMPANY – 2022 – 2024

WAS RESPONSIBLE FOR:

- **Mentoring** sales staff to improve closing techniques and customer interaction standards
- **Managing** promotional campaigns to drive foot traffic and elevate seasonal sales performance
- **Directing** sales operations within the clothing sector to increase market share and brand visibility
- **Cultivating** strong client relationships through proactive engagement and personalized service delivery
- **Analyzing** sales data to identify trends and adjust inventory levels accordingly for maximum profitability

STOREKEEPER – CORAL BEACH HOTEL – 2021 – 2022 – HURGHADA

WAS RESPONSIBLE FOR:

- **Implementing** tracking systems to monitor stock levels and prevent inventory discrepancies
- **Auditing** received shipments against purchase orders to verify quality and quantity standards
- **Coordinating** supply chain logistics to ensure timely delivery of essential goods and equipment
- **Managing** warehouse inventory for a high-capacity hotel environment with precision and accuracy
- **Supporting** department heads by fulfilling requisition orders and maintaining organized storage areas

ACCOUNTANT – SHARM EL SHEIKH HOTEL – 2020 – 2021

WAS RESPONSIBLE FOR:

- **Preparing** detailed financial reports to assist management in budgetary planning and analysis
- **Processing** financial transactions and maintaining accurate ledgers within the hospitality sector
- **Reconciling** accounts payable and receivable to ensure financial integrity and cash flow stability
- **Monitoring** operational expenses to identify cost-saving opportunities and improve fiscal efficiency
- **Ensuring** compliance with accounting standards and internal control policies for financial reporting

TELESALES REPRESENTATIVE – PHARMACEUTICAL TRADING COMPANY – 2019 – 2020

WAS RESPONSIBLE FOR:

- **Maintaining** detailed CRM records to track client interactions and follow-up schedules
- **Achieving** sales quotas by identifying customer needs and offering tailored product solutions
- **Executing** outbound sales calls to pharmaceutical clients to promote health products and services

- **Coordinating** with the logistics team to ensure accurate order processing and customer satisfaction
- **Engaging** potential leads through persuasive communication and comprehensive product knowledge

CAREER HIGHLIGHTS

Career Skills

- **Inventory Control** - Managing stock levels and supply chain logistics to optimize resource allocation and availability.
- **Sales Strategy** - Developing and executing targeted sales plans to enhance revenue growth and market positioning effectively.
- **Team Leadership** - Directing and motivating diverse teams to achieve collective goals through effective mentorship and guidance.
- **Retail Management** - Overseeing daily store operations and staff performance to ensure high productivity and service excellence.
- **Financial Accounting** - Maintaining accurate financial records and reports to support informed business decision-making and planning.
- **Operational Efficiency** - Streamlining business processes and workflows to reduce costs and maximize organizational output and results.
- **Customer Relations** - Building and maintaining strong client connections through exceptional service and proactive conflict resolution techniques.

Achievements

- **Developing** comprehensive operational protocols that significantly enhanced branch workflow efficiency and staff productivity across all shifts.
- **Improving** inventory tracking systems which elevated stock accuracy and reduced resource waste across multiple hotel departments.
- **Enhancing** customer satisfaction ratings through the implementation of personalized service standards and rapid inquiry resolution processes.
- **Strengthening** team performance by creating a collaborative work environment focused on achieving key organizational milestones and objectives.

2011 – 2014

VOLUNTEERING: School Journalism Activity Participant and Award Winner

EDUCATION AND TRAINING

NOV 2021

BACHELOR OF COMMERCE (ACCOUNTING) SOHAG UNIVERSITY

CERTIFICATIONS

Mar 2021

ICDL Social Media and Cyber Safety - ICDL Arabia

Oct 2020

(Interview, CV, HR, PR) - Al-Ahram International Foundation

Sohag University, Mar 2020

Accountant Workshop

Manchester International Training Academy, Oct 2019

English Language Diploma

Zewail City Friends Organization, Mar 2015

Science Initiative Program

SKILLS

Personal Skills

Team Collaboration | Management Skills | Negotiation Skills | Effective Communication | Sales Proficiency | Leadership Skills

Software Skills

Microsoft Word | Microsoft PowerPoint | Microsoft Excel | Internet Browsing

Strenghts

Strategically Focused | Passionately Dedicated | Analytically Minded | Results-Oriented | Highly Adaptive

● **LANGUAGE SKILLS**

Mother tongue(s): **ARABIC**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	B2	B2	B2	B2	B2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user