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CAREER SUMMARY

With a solid professional journey spanning 7 years across both Egypt and the United Arab Emirates, I have cultivated a comprehensive skill set as a Retail Sales Assistant and Client Advisor. Throughout my career, I have consistently exceeded sales targets and built enduring client relationships through a combination of exceptional customer service and personalized advice. In Egypt and the UAE, I navigated diverse retail landscapes, adapting strategies to varying market dynamics. My commitment to staying abreast of current trends, coupled with a keen eye for operational efficiency, positions me as a versatile professional ready to contribute to a dynamic retail environment. Recognized for my ability to surpass goals and elevate brand reputation, I am enthusiastic about the prospect of leveraging my experience to drive sales, foster client loyalty, and contribute to the continued success of an innovative and customer-centric retail setting.

Skills

Hard Skills

Sales Leadership | Strategic Planning | Customer Service | Inventory Management | International Retail | Adaptability | Team Collaboration | POS Operations | Email and Online Communication | After sales service

Personal Skills

Teamwork | Leadership | Creativity | Critical Thinking | Interpersonal Skills | Decision Making | Initiative | Attention to Detail | Conflict Resolution | Organizational Skills | Flexibility | Emotional Intelligence | Networking | Self-Motivation

Technical Skill

POS Systems | Data Analysis | Inventory Software | CRM Systems | Microsoft Office Suite | Oracle system

Languages Skills

Arabic (Mother Tongue) | English Fluent – (Reading, Writing, Speaking)

Work Experience

Sales consultant | Grand stores – Samsonite | Luggage and leather goods 2024/08 – present | UAE

- Engage with clients to provide personalized assistance and guidance in the selection of luggage and leather goods.
- Possess in-depth knowledge of Samsonite collections and other high-end goods to assist customers effectively.
- Serve as a brand ambassador for Samsonite, representing the brand's values and conveying its uniqueness to customers.
- Build and nurture strong relationships with clients, fostering a sense of loyalty and repeat business.
- Demonstrate strong sales skills to meet and exceed targets, contributing to the overall success of the store.
- Contribute to the visual appeal of the store by ensuring that products are attractively displayed to enhance the shopping experience.
- Conduct client consultations to understand their preferences and guide them toward suitable items.
- Stay informed about the latest trends in luggage, leather goods and accessories, providing customers with the most current information.
- Prioritize customer satisfaction by offering exceptional service, addressing inquiries, and ensuring a positive shopping experience.
- Actively participate in events and promotions to attract customers and engage with the existing clientele.

- Offer personalized product recommendations based on the client's preferences, enhancing the shopping experience.
- Conduct post-sale follow-ups to ensure customer satisfaction, gather feedback, and address any additional needs.
- Identify and leverage cross-selling opportunities to introduce clients to complementary items within the collection.
- Embrace and utilize technology tools provided for efficient inventory management and client communication.
- Collaborate effectively with the store team to ensure a seamless and coordinated approach to customer service and sales.

Client advisor | D1-Milano | Luxury watches and accessories

2023/02 – 2024/07 | UAE

(Mall of the Emirates branch)

- Used complex sales methodologies to understand customer needs and recommend relevant offerings.
- Actively managed and diffused conflicts with customers using calm, levelheaded strategies, leading to a significant and marked reduction in complaints.
- From a competitor intelligence standpoint, we maintained an extensive database of competitor product offerings, pricing strategies, and new launches to ensure we remained competitive in a dynamic market.
- I oversaw the day-to-day inventory management, ensuring that stock levels were monitored and reported.
- Prepared daily sales reports to provide insight to management on key trends and issues.
- Consistently hit and exceeded sales goals by 20–30%.
- Increased the loyalty and satisfaction of existing customers through an uptick in return sales and customer referrals.
- Utilized complex sales methodologies to comprehend customer needs and recommend relevant offerings, ensuring a personalized shopping experience.
- Actively managed and diffused conflicts with customers using calm, levelheaded strategies, resulting in a significant reduction in complaints.
- Maintained an extensive database of competitor product offerings, pricing strategies, and new launches, ensuring competitiveness in a dynamic market.
- Oversaw day-to-day inventory management, ensuring vigilant monitoring and reporting of stock levels to prevent shortages or overstock situations.
- Prepared daily sales reports, offering valuable insights to management on key trends and issues, and facilitating informed decision-making.
- Consistently exceeded sales goals by 20–30%, showcasing a high level of sales proficiency and effectiveness.

Retail Sales Associate | GMG – The North Face | The Dubai mall

2021/05 – 2023/01 | UAE •

- Greet customers and provide a welcoming and inclusive environment.
- Assist customers in finding the right product and size for their needs.
- Maintain knowledge of The products, services, and features
- Operate the cash register and handle financial transactions accurately.
- Maintain a clean and organized store environment.
- Collaborate with team members to achieve sales goals and targets.
- Attend training sessions and stay up-to-date with new product releases.
- Provide feedback to management on customer needs and store performance.
- Adhere to all company policies and procedures, including safety and security measures.

Retail Sales Assistant | Nike

2018/12– 2021/02 | Egypt •

- Establish and nurture relationships with customers to encourage repeat business and loyalty.
- Ensure attractive merchandise displays and accurate, visible pricing for an enhanced shopping experience.
- Process incoming merchandise and actively contribute to maintaining optimal inventory levels.
- Address customer complaints in a timely and professional manner, ensuring prompt issue resolution.
- Actively participate in inventory counts and assist in reconciling any discrepancies to maintain accurate stock levels.

Education

Bachelor's Degree of Commerce | Alexandria University

Department of Accounting

Egypt