

Mahmoud Saeed

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PERSONAL Details / Achievements: "Committed to lead the team towards excellence"



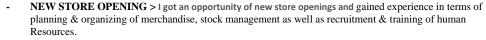
A self-aware, results driven and dynamic business professional, demonstrated the ability to inspire and motivate people, drives changes through customer engagement and innovative approaches. Highly inquisitive and has a passion for challenging the status quo and deliver tangible and transformative business outcomes. Having wide-ranging working experience across Financial Services, Retails Sales, Recruitment Services & Food & Beverage Operation.

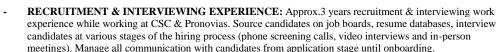
The insights and experience gained from managing various complex assignments, diverse interactions and interests have qualified me to support, influence and lead internal as well as external change-management that have provided sustainable growth and overall business improvements.

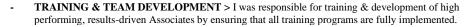


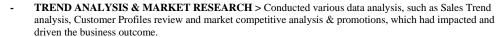
KEY SKILLS & ACCOMPLISHMENTS:

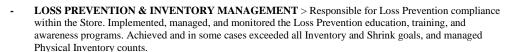
- **LEADERSHIP & STRATEGY IMPLEMENTATION** > Responsible for ensuring that The Store, consistently achieves or exceeds Sales, KPIs and profitability goals through the effective use of short and long-term planning, expense control, promotional Sales & Service.
- MAINTAINING GUIDELINES & BRAND STANDARDS > Actively communicated with Customers
 according to the Service Standards, promoted the brand & merchandise as per brand standards. Frequently
 communicated with Head of Retail to provide operational feedback as well as merchandise opportunities.
- Keep ensuring that the visual presentation of the Store always meets or exceeds the brand standards.











- RISK & COMPLIANCES > Always maintained a safe and compliant work-environment for all team.
- EXCEPTIONAL COMMUNICATION: Excellent communication and interpersonal skills

ماجدالفطیم MAJID AL FUTTAIM





Work Preferences

Availability/Notice Period - 30 days

Desired Job Type - Full Time job

Can Travel for Work - Extensively, across the globe

Current Location - Dubai, United Arab Emirates

Residency / Visa - Authorized to work in UAE / Visa Validity 10th August 2023.

Other Professional Experience:



Financial Services

July2020 - Continuing.

joined XM (Trading Point MENA Limited, DUBAI) and currently working as Client Relationship Manager my current role involves followings:

- Managing Existing Portfolios: Learning the needs of clients and developing plans to meet them. Addressing any concerns or issues a client may have and working with the leadership team to resolve them.
- Regularly checking-in on clients to ensure they are satisfied with the company Services and answer all client's questions and concerns. Collaborating working with other departments to generate ideas and bringing solutions to satisfy clients with the company's products or services.
- Competition Analysis & Research: Researching competitors and learning how to stay ahead of the competition to onboard and keep new customers.
- Analyze and report product malfunctions. Identify customer needs and help customers use specific features.
- Update our internal databases with information about technical issues and useful discussions with customers.
- Monitor customer complaints and reach out to provide all necessary assistance.
- ❖ Share feature requests and effective workarounds with team members.

2019 - 2020 > Worked as Store Manager with Axiomtecom (Brand: AXIOM) Dubai

- Completes store operational requirements by scheduling and assigning employees, following up on work results.
- Executive-level leadership on all aspects of the store, including daily operations of the flagship store for Phones
- Full accountability in offering exceptional clients service from initial introduction to after-sales follow ups
- Maintains store staff by recruiting, selecting, orienting, and training employees subsequently coaching, counseling, and disciplining employees, planning, monitoring, and appraising job results.
- Achieves financial objectives by preparing an annual budget; scheduling expenditures; analyzing variances; initiating corrective actions.

Focused on relationship and right fitting customer needs and building a customer-centric environment resulting monthly mystery shopper customer.

- Development and maintenance of a unique and memorable experience for each client by serving as the first point of contact.
- Identifies current and future customer requirements by establishing rapport with potential and actual customers.
- Ensures availability of merchandise and maintaining inventories.
- Formulates pricing policies by reviewing merchandising activities; determining additional needed sales promotion; authorizing clearance sales; studying trends.
- Markets merchandise by studying advertising, sales promotion, and display plans; analyzing operating and financial statements for profitability ratios.
- Maintains the stability and reputation of the store by complying with legal requirements.
- Follow up and order stock, and responsible for staff attendance confirmation on system.

$2012-2014\ worked\ as\ Senior\ Team\ Leader\ Leisure\ \&\ Entertainment, MAJID\ AL\ FUTTAIM\ (DUBAI)$

- Deliver performance reviews to identify strength and opportunities in staff members, resulting in professional development and promotions.
- Training new and existing team members.
- Implements all sales action plans.
- Handle confidential documents ensuring they remain secure.
- Conduct research and prepare presentations or reports as assigned.
- Greet and receive Visitor, Coordinate's office management activities.
- Maintain office procedures.

2011 - 2012 - Worked as Sales Executives, EGYPT CAIRO.

- Manage and resolve customer complaints.
- Provide customers with product and service information.
- Provide excellent customer service
- Enter new customer information into system.
- Follow up customer calls where necessary.
- Update existing customer information.
- Handle customer inquiries.









2009 - 2011 - Worked as Sales Executives, Maritime and land Transport CO EGYPT CAIRO

- Organizing a developing program for widen the organization's profit Sourcing & Buying the store merchandise globally according to Store requirement.
- Assigning deals and contracts with corporate for a short or long-term investment.
- Follow up invoices, contracts, and accounts.

Educational & Professional qualifications:

Highest Education Level

- Bachelor of Language and translation in English



Sept 2003 - May 2007

Bachelor of Language and Translation in English

from "Al Maaref Higher Institute for Languages And Translation - Al-Zaytoun" (EGYPT)

REFERENCES: will be submitted upon request

Extra-CURRICULAR ACTIVITIES:

Interest & Hobbies Learning & Development, Training & Teaching, Hiking, Horse Riding & Swimming activities,

Passport Number: A22651864 Valid until 19th June'2025

Current Visa Status: UAE Employment Visa valid until 10th August'2023

Family Status: Married