



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, Retail 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.
- **NEW STORE OPENING** > I got an opportunity of new store openings and gained experience in terms of planning & organizing of merchandise, stock management as well as recruitment & training of human Resources.
- **RECRUITMENT & INTERVIEWING EXPERIENCE:** Approx.3 years recruitment & interviewing work experience while working at CSC & Pronovias. Source candidates on job boards, resume databases, interview candidates at various stages of the hiring process (phone screening calls, video interviews and in-person meetings). Manage all communication with candidates from application stage until onboarding.
- **TRAINING & TEAM DEVELOPMENT** > I was responsible for training & development of high performing, results-driven Associates by ensuring that all training programs are fully implemented.
- **TREND ANALYSIS & MARKET RESEARCH** > Conducted various data analysis, such as Sales Trend analysis, Customer Profiles review and market competitive analysis & promotions, which had impacted and driven the business outcome.
- **LOSS PREVENTION & INVENTORY MANAGEMENT** > Responsible for Loss Prevention compliance within the Store. Implemented, managed, and monitored the Loss Prevention education, training, and awareness programs. Achieved and in some cases exceeded all Inventory and Shrink goals, and managed Physical Inventory counts.
- **RISK & COMPLIANCES** > Always maintained a safe and compliant work-environment for all team.
- **EXCEPTIONAL COMMUNICATION:** Excellent communication and interpersonal skills

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 10 th August 2023.

Other Professional Experience:	
<div data-bbox="235 317 423 380">  </div> <div data-bbox="235 417 399 443">Financial Services</div> <div data-bbox="217 884 435 976">  </div> <div data-bbox="217 1314 446 1444">  </div> <div data-bbox="217 1625 446 1749">  </div>	<p>July 2020 – Continuing. joined XM (Trading Point MENA Limited, DUBAI) and currently working as Client Relationship Manager my current role involves followings:</p> <ul style="list-style-type: none"> ❖ 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. <hr/> <p>2019 – 2020 > Worked as Store Manager with Axiomtecom (Brand: AXIOM) Dubai</p> <ul style="list-style-type: none"> ❖ 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. <p>Focused on relationship and right fitting customer needs and building a customer-centric environment resulting monthly mystery shopper customer.</p> <ul style="list-style-type: none"> ❖ 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. <hr/> <p>2012 – 2014 worked as Senior Team Leader Leisure & Entertainment, MAJID AL FUTTAIM (DUBAI)</p> <ul style="list-style-type: none"> ❖ 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. <hr/> <p>2011 – 2012 – Worked as Sales Executives, EGYPT CAIRO.</p> <ul style="list-style-type: none"> ❖ 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.

	<p>2009 – 2011 – Worked as Sales Executives, Maritime and land Transport CO EGYPT CAIRO</p> <ul style="list-style-type: none"> ❖ 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.
<p><u>Educational & Professional qualifications:</u> Highest Education Level - Bachelor of Language and translation in English</p>	
 <p>Sept 2003 - May 2007</p>	<p><u>Bachelor of Language and Translation in English</u> from "Al Maaref Higher Institute for Languages And Translation - Al-Zaytoun" (EGYPT)</p>
<p>REFERENCES: will be submitted upon request</p>	
<p>Extra-CURRICULAR ACTIVITIES:</p>	
<p>Interest & Hobbies</p> <p>Passport Number:</p> <p>Current Visa Status:</p> <p>Family Status:</p>	<p>Learning & Development, Training & Teaching, Hiking, Horse Riding & Swimming activities,</p> <p>A22651864 Valid until 19th June'2025</p> <p>UAE Employment Visa valid until 10th August'2023</p> <p>Married</p>