

PERSONAL INFORMATION

Mohamad Ali Ammousha

📍 United Arab Emirates

☎ +971 50-98 18 039

✉ ali-ammousha@hotmail.com



OBJECTIVE

I am looking for a challenging position to develop and improve my knowledge as well as utilize my experience for the best of both me and the company.

WORK HISTORY

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|-----------------------|--|
| 2014 - Present | BTC Group International fashion (UAE) <ul style="list-style-type: none">○ Sales man at Gio Ferrari Fashion Store (Sharjah)○ Sales man at Bugatti Fashion Store (Dubai)○ Store in charge at Marco Barocco Fashion Store (Dubai) |
| 2012-2014 | Store in charge at Anotha Garments & Shoes (UAE – Sharjah) |
| 2010-2012 | marketing executive at Colour Palette Printing Press (UAE – Dubai) |
| 2006-2009 | Sales Man at Stefanal Clothing Fashion Company (Syria – Homs) |
| 2005-2006 | Sales Man at Maa Althahab Perfum (Syria – Homs) |
| 2004-2005 | Sales Man Scarbina Shoes Store (Lebanon – Beirut) |

Key Skills

- Greeting and meeting customer in a friendly and professional manner
- Giving accurate and current information about the product for all inquiries and assisting with their purchase
- Replenishing display items, check stock daily, practice security measures that help prevent theft
- Check all incoming and outgoing items
- Coordinate with other shops on items we can transfer for their requirements and vice-versa
- Coordinate with the Store Manager regarding new ideas.
- To develop customer service relation and work as a team with my colleagues
- Push through slow moving items through salesmanship.

Work Experience

- Maintaining high standards of cleanliness in all public areas.
- On the front line meeting, greeting and serving customers.
- Informing customers of any collection times or delivery dates.
- Resolving disputes and customer complaints.
- Highlighting special offers and promotions to customers.
- Providing product advice, knowledge and guidance to customers.
- Taking cash from customers and processing their credit card payments
- Assist customer with utmost courtesy

- Promotes merchandise within my area to increase sales and enhance customers awareness
- Educates customers about buying techniques
- Maintains merchandise on display
- Responsible of replenishment of sold items
- Prepares reports of damaged items
- Ensures cleanliness of assigned area in the store
- Stock inventories.

SUMMARY OF QUALIFICATIONS

- Able to learn and apply quickly and effectively
- Team player with good negotiation skills
- Good analytical and problem solving abilities
- Has a passion in delivering excellent customer service
- Excellent customer Service and very good communication skills and strong personal skills when dealing with customers, fellow employees and all levels of management
- Excellent skills and ability to meet or exceed performance standards

PROFILE

EDUCATIONAL

- High School Certificate
- Self-motivated person, with good computer knowledge
- Reliable, able to handle sensitive and confidential documents and records and protects company's profile.
- Fast learner, flexible, able to adjust with various type of culture whether professional or non-professionals
- Customer service skills- have been working in customer service.

PERSONAL SKILLS

Mother tongue(s) Arabic

Other Language(s) English: Good writing and speaking.
Russian (Slavic): Good speaking (in Sales field).

Communication skills

- The role of Sales in charge showcased effective business writing skills when translating reports.
- Quickly built strong customer links resulting at my Role of Sales in charge, shown by increased sales proving ability to listen and understand customer needs
- Speed in information and idea delivery to costumer.

PERSONAL DATA

Nationality	: Syrian
Visa Status	: Employment / UAE / Transferable
Marital Status	: Single
Date of Birth	: 22/07/1988