

Ali Hamoud

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**Nationality: Syrian**

**DOF: 2/5/1994**

**DUBAI UAE**



**OBJECTIVE:**

Looking forward to join a progressive organization where I can pursue a successful career using my skills, abilities and experience to the maximum extent with full potential. Being a professional, I am confident that I can achieve level performance which is nothing short to perfection.

**SKILLS:**

- Excellent customer service skills.
- Strong communication skills.
- High level of accuracy and attention to detail.
- Good product knowledge and retail skills.
- Good time management skills.
- Good knowledge of advertising, marketing and sales promotion techniques
- Ability to priorities, manage time and work under pressure
- Willingness to work long and unsocial hours

**EDUCATIONAL QUALIFICATION**

- B.A in Faculty of tourism
- Coursework on Customer Service.
- Customer service training

**ADMINISTRATION WORK:**

- Sorting out the post
- Answering the phones
- Ordering office stationery supplies
- Greeting clients
- Good attention to detail
- Ability to stay calm under pressure
- Methodical and thorough approach to work
- Organised
- Good at juggling tasks and prioritising

**COMPANY**  
**DESIGNATION**  
**DURATION**

**TAIF ALEMARAT FESTIVAL CITY MALL**  
**SHOP SUPERVISOR**  
**FEB 2019 -Present**

***Duties and Responsibilities***

- Effectively oversee day-to-day operations of the store which resulted in significant reduction in overhead costs
- Create and maintain a loyal customer base utilizing exceptional customer service acumen
- Identify contemporary retail trends and recommend solutions
- Observe behavior of staff and guide them accordingly
- Ensure the accurateness of merchandise
- Implement policies regarding loss prevention, security, and safety

**COMPANY**  
**DESIGNATION**  
**WORKINGDURATION**

**TOP PERFUMER CITYWALK**  
**SENIOR SALES**  
**JAN 2018 - JAN 2019**

***Duties and Responsibilities***

- Discuss research, service levels, and subscription pricing options.
- Upgrade services to include other product offers.
- Assist with transitioning new clients from salesperson to account manager.
- Train clients on research service, methodology, reports, and company website.
- Set up conference calls between clients and research staff.
- Acquire and effectively communicate responses to client questions.
- Work with Sales Manager and Marketing team to come up with new outbound marketing ideas
- Provide input to team to help develop client programs.

***LANGUAGE:***

ENGLISH: fluent in speaking and writing

ARABIC: fluent in speaking and writing

***REFERENCES:***

I hereby certify that the above information is true and correct according to the best of my knowledge and experience