

# HOSSAM ABDELLATIF MARZOUK



Diera / Dubai

United Arab Emirates

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## CORE QUALIFICATIONS

- Individual, skilled in problem solving.
- Responsible, efficient with an excellent work ethics.
- Excellent interpersonal and communication skills.
- Proven ability to work under pressure,
- Motivated and hardworking
- Computer Literate

*Looking forward to join a progressive organization where I can pursue a successful career by utilizing my skills, abilities and experience to the maximum extent with full potential.*

## WORKING EXPERIENCE

### **Golden liquid perfume.**

*. 2017 till present*

Sales

Abudhabi United Arab Emirates

#### **Job Role:**

You will be working with a store team with a common objective of delivering excellent customer service and driving sales by identifying customer needs, and demonstrating good brand knowledge.

Provides customers with knowledgeable, fast, and efficient service; and suggests to the customer key promotional fragrance products. Maintains thorough knowledge of all fragrance merchandise sold in the department and communicates that information to other department personnel

Develops and maintains a customer database

Make sure that the company

### **DAR AL MISK PERFUME**

*2016 to 2017*

Branch Manager

Dubai, United Arab Emirates

#### **Job Role:**

Completes store operational requirements by scheduling and assigning employees; following up on work results.

Maintains store staff by recruiting, selecting, orienting, and training employees.

Maintains store staff job results by 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.

Identifies current and future customer requirements by establishing rapport with potential and actual customers and other persons in a position to understand service requirements.

Ensures availability of merchandise and services by approving contracts; 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.

Secures merchandise by implementing security systems and measures.

Protects employees and customers by providing a safe and clean store environment.

Maintains the stability and reputation of the store by complying with legal requirements.

Determines marketing strategy changes by reviewing operating and financial statements and departmental sales records.

## **SKILLS:**

- Confidence
- Perseverance
- Patience
- Excellent interpersonal skills
- Commercial awareness
- Pleasing Personality

## **LANGUAGES**

- English
- Arabic

### **DAR AL MISK PERFUME**

2015 - 2016

*Sales*

*Abu Dhabi, United Arab Emirates*

#### **Job Role:**

You will be working with a store team with a common objective of delivering excellent customer service and driving sales by identifying customer needs, and demonstrating good brand knowledge. Provides customers with knowledgeable, fast, and efficient service; and suggests to the customer key promotional fragrance products. Maintains thorough knowledge of all fragrance merchandise sold in the department and communicates that information to other department personnel  
Develops and maintains a customer database  
Make sure that the company's brands are implemented in a good way within the retail environment  
Make certain the fragrance stands/shelves are fully stocked and that all products are stored by brand

Ensure all Company communication is read promptly and action all relevant points  
Develop and maintain good working relationships with all store based personnel and team

### **ADLAN TRAVEL AGENCY**

2012 - 2014

*Tourist Guide*

*Abu Dhabi, United Arab Emirates*

#### **Job Role:**

Greet all guests promptly at scheduled tour times  
Outline the tour and timeline before beginning  
Determine if any guests have physical restrictions that should be considered  
Clearly and articulately provide information to guests in an engaging manner  
Answer any questions that the guests have  
Point out location of lavatories and water fountains along the way  
Demonstrate extensive knowledge of our facility and related topics  
Remain calm, friendly, and enthusiastic at all times  
Deescalate any tension with difficult guests  
Escort guests through the tour, taking breaks as needed  
Keep the tour moving on schedule while still being considerate to guests  
Know all safety and security protocols, should they be needed

## **EDUCATION**

### **FAYKOM UNIVERSITY**

*Bachelor of Social Work*

2011 - 2012

## PERSONAL PROFILE

**Birth of Date** : 18 Nov 1990  
**Nationality** : Egyptian  
**Religion** : Muslim  
**Civil Status** : Single  
**Visa Status** : Own visa

*It is my honor to have opportunity to work in your company as an active part in it.*