**ashraf ali mahrous** 

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| **objective** | | |
|  | Seeking a challenging position where I can utilize my skills benefit from my education and gain experience |
| **education** | | |
|  | * Faculty of LAW * Tanta University * Grade: D * Graduation Year: 2007 |
| **skills** | | |
|  | **Computer Skills:**   * Excellent Knowledge of word, excel, Access to internet. * Excellent knowledge of power point and outlook**\\**   **Language Skills:**   * Native language Arabic * Fluent of both written and spoken English * Good of spoken Russian.   **Personal Skills:**   * Excellent communication skills**.** * Excellent sales skills. * Excellent management skills. * Can work under pressure**.** * Friendly. * Adaptable to change and can work in any place * Able to work in team work * Professional personal presentation * Customer service skills. * Good listening. * Hard worker. * (Complaint Handling).   **Certification**: (Dubai Driving License)   * Certificate in Master of the art of service (Hilton). * Certificate of Complaint Handling ( Meraas holding) * Certificate of outstanding sales ( Samsung) * Certificate of Advanced level for Excel, Power point (MERAAS Holding) * EMAAR excellent in customer service certificate. * EMAAR Assert Yourself-Certificate. * MERAAS Emotional intelligence certificate. * Samsung Training in Sales skills. * Certificate in Management Skills. * English course at Berlitz English (Egypt). |
| **Experience** | | |
|  | Nov 2015- Present http://adventrix.ae/wp-content/uploads/2016/02/meraas-logo-1.jpg UAE, Dubai  http://www.lastexit.ae/e11/wp-content/uploads/sites/3/2018/04/lastexit-e11-mobile.png  Mall Management  Last Exit  Duty Manager  Main Job Tasks and Responsibility:   * Handling customer complaints, taking their feedback and make sure that they are satisfied from the service. * Patrolling the asset, checking for anything unusual and solving the problems. * Handling the asset, Tenants, Contractor and the staff issues. * Managing the asset staff ( Security, F&B staff, Service provider Housekeeping and technicians) and make sure they are doing their job as per the standard. * Make sure that everything in the asset are operating and no damages and all the area are clean. * Making the daily check list Morning & Evening. * Make sure all the tenants are operating without any interruptions. * Make sure that no traffic jam in the entrance, Exit and in the parking zone. * Updating all the important files (Tenant contact list, Asset layout, etc. and preparing Memos and letters etc. * Doing service audit timing for the tenants. * Sending the Daily, Weekly and monthly sales report to the operation manager. * Prepare the monthly asset report and send it to the operation manager. * Taking call. Duty phone. * Approving the work permit and make sure that all documents as per Meraas standard. * Proposes new idea/action plans to improve the business and present it to the operation manager. * Giving a tour guides to our special guest who our marketing department have sent them to the asset. * Reporting to the operation manager.   Mar 2013-Oct 2015 C:\Users\user\Desktop\th[1].jpg UAE, Dubai  EMAAR Retail Management office  Sales Executive  Schools, Corporate, Government  Main Job Tasks and Responsibility:   * Responsible for selling the products offered by EMAAR Retail leisure &Entertainment (Dubai Aquarium, SEGA Republic, KIDZANIA and Reel Cinemas). * Proposing new sales initiatives and ensuring high level of customer service with in the sales process. * Handling B2B sales for the corporates, School and government segments in UAE to achieve sales target for EMAAR retail leisure and Entertainment. * Negotiating the terms of an agreement and closing sales. * Gathering market and customer information. * Get sales leads and provides necessary operational support. * Makes sales presentations for the targeted segments in the UAE. * Proposes new initiatives / idea/action plans on a quarterly basis based on feedback from market. * Takes customers on a visit to DAUZ, Dubai Ice Rink, KIDZANIA, SEGA Republic and Reel Cinemas for any sales requirements like birthday parties/group bookings/venue hire/summer camp etc. * Develops and maintains a customer database. * Presents weekly sales updates and daily reports to the sales manager.   Mar 2011- Feb13 ANd9GcSs84FbAWmx_KdHURFpOHfT-wFiN-sIo3puj1hvw-g7hCuQTSJpUAE, Dubai  Sales and Customer care / (Shift leader)  Location: Jumbo DM, Jacky DCC, Version DCC, EMAX MOE, plug-ins (Mall of the Emirates).  Main Job Tasks and Responsibility:   * Selling all kind of Samsung mobiles by clear understanding of customers' requirements. * Maintaining and developing relationships with customers by dealing with very good attitude and being friendly. * Handling Customer complaints and communicate well by strong customer service skills. * Checking quantities of Samsung mobiles on display in the showroom. * Recording sales and order information and sending copies to the company in the end of the day. * Managing a team of 20 Promoter and handling their complaints and provides necessary support. * Collecting the sales report from the sales agents * Sending the daily sales report for the team to the sales manager.   April 2009– Jan 2011 Cairo, Egypt    Front office Dep, Receptionist  Main Job Tasks:   * Meeting and greeting the guests. * Handling any problem that’s effect with the guests. * Performing check in, check out. * Handling guest requests. * Handling guest queues. * Front desk cashier acting. * Answer telephone, screen and direct call. * Provide the information’s to the guests.   Mar 2007 – Feb 2009 [hilton_logo](http://www.google.com.eg/imgres?imgurl=http://www.eud.eu/uploads/hilton_logo.gif&imgrefurl=http://www.eud.eu/EP_SL_Conference_2010-i-290.html&usg=__4BPUdGmNUFmQ5ZDiNWNG8ufQXyA=&h=300&w=300&sz=4&hl=ar&start=3&zoom=1&tbnid=bOhswDoV1KvvlM:&tbnh=11) Hurghada, Egypt  Call Center   * Hand over the guest Trouble sheet, pending orders, meeting the Hilton standards of timing * Maintain a professional conversation with the guest and staff as well show co-operative behavior, helpful attitude * Handling any problems that could affect with the guest. * Check Hotline equipment's, make sure that fax, printer, and computer are working, loaded with paper. * Hand over the pending fax’s and not send messages, make sure it’s been sent to the right guest room or department. |
| **Personal Information** | | |
|  | Date of Birth: 16/11/1986  Marital Status: Single  Military Status: Exempted  Having Driving License and own car. |