**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
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| **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).
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| **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, GovernmentMain 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, DubaiSales 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 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.
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| **Personal Information** |
|  | Date of Birth: 16/11/1986Marital Status: Single Military Status: ExemptedHaving Driving License and own car. |