**Kamal El-Garya**

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**Retail store manager**

**12 years of experience as sales Excutive and supervisory level with excellent experiencein sales and administrative roles.**

**confident, competitive, and passionate about achieving sales performance and targets with high-level of customer service, build rapport with customers and sales staff and exceed expectation in up-selling,and customer retention.**

**Skills**

**- Excellent in the pursuit of organizational objectives.**

**- Speaks confidently, fluently & highly presentable.**

**- Market knowledge / research.**

**- Accepts and tackles demanding goals with enthusiasm.**

**- Quick Learner; develop and increase Company’s business.**

**- Takes a methodical and consistent approach towards customer services and achieving**

**Quality results.**

**- High negotiation skills.**

**- Excellent communication skills both in English & Arabic.**

**- Highly organized, goal oriented, and flexibility.**

**- Ability to foster a cooperative work environment.**

**- Excellent Computer skills and proficiency in MS Office Applications and internet**

**Research.**

**Career**

**(02/ 2014– 05/2018) Store Manager**

**(Aldo Group Intl) Call it spring …Dubai & Bahrain city centre.**

**\*Responsibilities:**

**●ensuring the store operates within its predetermined budget\*Salary, inventory, expenses,etc\***

**●ensures that all personnel practice professional salesmanship according to company policies,**

**Procedures in order to achieve maximum sales and provide the highest level of CS.**

**●adheres to and enforces loss prevention and security policies to all daily operations.**

**●ensure that all merchandise is properly ticketed and attractively displayed.**

**●designates and coaches ROS to assure proper merchandise at all areas in the store.**

**●communicates stock refills and allocation with merchandiser and the operation manager.**

**●conducting a training to sales associates to ensure high level of product kwlg, visual presentation, Sales techniques and administrative.**

**●enforces and complies with all store/company policies and procedures.**

**(12/2010-12/2013)... Supervisor**

**N style international – Urban Male Lounge (Dubai International Financial Center)**

**• Maintain professional relationships with suppliers and providers.**

**• Manage inventory effectively; follow purchasing standards; ensure compliance.**

**• Guide business decisions by staying on top of Spa industry trends.**

**• Consistently develop and grow retail sales through training, tools and monitoring.**

**• Monitor customer satisfaction with surveys focus groups and comment cards.  
 • Maintain Spa Administration and managing staff duty schedule, training,**

**Motivation, and briefing and maintain day to day operations.**

**• Manage reports, email, and maintain client's booking And Records.**

**• Developing and improving customer service standard at all times.**

**• Ensure equipment is maintained in good working order.**

**(11/2006 – 11/2010)… Sales Executive (jewellery & watches)**

**Aliali Jewellery… Burjuman Center-MOE**

**● increasing Sales and maintain Stock replenishment all times to insure optimum stock**

**At all the sections.**

**● maintain customer service and always seeking to improve it within the store.**

**● Maintain merchandize in sales Flore in line with the brand and company guidelines**

**And Report to the store manager for any shortage of product rang.**

**● Display all brands specific and generic marketing material.**

**● Ensure all products are prices tagged and bar-coded before display.**

**● Developing and managing positive learning and training environment for new staffs.**

**● Maintain store administrative and insure it's in line with company policy.**

**● insure sales target is achieved and exceed every month.**

**● monitor the presented display and sharing the team for taking action for none and slow**

**Selling items.**

**Education**

**Bachelor degree in Education**

**Your sincerely**

**Kamal El-Garya**