

**LOAY ABDEL SAMAD ABDEL HAKIM**  
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### ***Job objective :***

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To contribute to the company's growth by providing top-of-the line services through effective leadership Creativity and good communication skills.

### ***PROFESSIONAL EXPERIENCE***

#### **➤ SENIOR SALES ADVISOR – CAFFEINATED**

**JUNE 2020 TO PRESENT**

- ✓ Dealing with guests on daily basic and ensuring a complete high-level guest experience and sales satisfaction.
- ✓ Providing guest with information on loyal program and ensuring additional sales.
- ✓ Keep clients informed by notifying them of preferred customer sales and future merchandise of potential interest.

#### **➤ RESTAURANT MANAGER - JEDER EL FERREJ CUISINE**

**JULY 2019 TO MAI 2020**

- ✓ Talented kitchen leader and team motivator successful at maintaining staff focus.
- ✓ Efficiency and productivity with Emirati cuisine, controlling budget and boosting restaurant profiles.
- ✓ managing the social media
- ✓ Improved customer base by engaging in friendly chat with customers, which ensured a base of recurring persons.

#### **➤ BRAND AMBASSADOR – OUD ELITE**

**JULY 2016/ JUNE 2019**

##### ***Roles & Responsibilities:***

- ✓ Dealing with guest on a daily basis and ensuring a complete high-level guest experience and sales satisfaction.
- ✓ Providing guest with information on loyalty program and ensuring additional sales
- ✓ Representing the company at product launches, event and exhibitions
- ✓ Keeps clientele informed by notifying them of preferred customer sales and future merchandise of potential interest
- ☒ Assists with inventory, including receiving and stocking merchandise

#### **➤ SENIOR SALES EXECUTIVE – THE BODY SHOP**

**MAY 2015 /JUNE 2016**

##### ***Roles & Responsibilities :***

- ✓ Serves customers by helping them select products
- ✓ Drives sales through engagement of customers, suggestive selling, and sharing product knowledge.
- ✓ Responds to customers 'questions
- ✓ Greets and receives customers in a welcoming manner.
- ✓ Directs customers by escorting them to racks and counters.

➤ **TEAM MANAGER - Daniel Hechter**  
**Egypt 2012-2014**

**Roles & Responsibilities :**

- ✓ Display enthusiasm and providing superior customer service
- ✓ Ensuring all stock is clearly and correctly priced Display enthusiasm and providing superior customer service
- ✓ Understanding consumer complaints and resolving their issues promptly
- ✓ Ensuring that all till operations, cash handling procedures and transactions are carried out accurately
- ✓ Always supporting our team and being an Active player with them and a lead role
- ✓ Assisting customers with a description of the newly arrived product
- ✓ Always trying to Cross-sell/ Up-sell new items suitable to client

**EDUCATION:**

**Bachelor of arts of English department EGYPT BANI-SWEF University (2013)**  
**Diploma in Computer Applications DCA (2014)**

**ADDITIONAL CAPABILITIES:**

- ✓ Flexible Schedule
- ✓ Listens Instructions actively and acts quickly
- ✓ Computer: Retail Software, MS Word and MS Excel
- ✓ A good knowledge for Mobile phones and Electronics Gadgets
- ✓ Able to do Multitask and work in a team as well as an individual
- ✓ Always ready to learn new things

**PERSONAL INFORMATION:**

Citizenship : Egyptian  
Marital Status : Single  
Age : 30 years old  
religion : Islam  
Languages : English, Arabic  
Visa : own visa expiry date 12/09/2022

**Thanking for your time & consideration** and would truly appreciate if given a chance for an interview. Should you require any further information I shall be pleased to furnish the Same

Thanking you in anticipation