

HOSSAM MOHAMMED

MERCHANDISER

CONTACT

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 6718, 1st Street, Al Khalij Dist., Dammam, Saudi Arabia.

 January 1st 1988

 Professional residency

 Egyptian

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EDUCATION

2010

BENHA UNIVERSITY

- Bachelor of Science in Accounting

CERTIFICATIONS & TRAINING

- Professional Diploma in HRM. 2012
GLOBAL ACADEMY - EGYPT
- Career Development Program 2013
EFE - EGYPT
 - Business English
 - Customer Service
 - Sales
 - Career Direction
 - Business Skills

SKILLS

- Inventory Planning & Stock Replenishment
- Procurement & Inventory
- ERP Systems (Microsoft Dynamics AX)
- Financial Reporting & Reconciliation
- Retail Merchandising & Analytics
- Advanced Excel & Data Analysis
- Cross-Functional Team Coordination
- Customer Experience & Service Excellence
- Staff Training & Onboarding
- Problem Solving & Process Improvement

LANGUAGES

- Arabic: Native
- English (Good)

PROFILE

Versatile and results-driven professional with over 10 years of cross-functional experience in merchandising, finance, customer service, and HR. Proven ability to optimize inventory flow, streamline financial operations, and enhance team performance. Adept in ERP systems such as Microsoft Dynamics AX, with advanced Excel and reporting skills. Strong communicator and problem-solver with a consistent record of driving process improvements and supporting strategic initiatives.

PROFESSIONAL EXPERIENCE

AL Nasser Sports, Saudi Arabia	AUG 2016- PRESENT
Merchandiser.	
- Led inventory planning and replenishment across multiple showrooms, ensuring optimal stock levels and on-time product availability. - Collaborated cross-functionally with procurement, sales, and warehouse teams to align inventory with market trends and consumer demand. - Tracked product performance and profitability, generating actionable insights for senior leadership. - Managed inter-showroom stock transfers and performed regular showroom audits to maintain inventory accuracy. - Supported marketing initiatives, including pricing strategy and digital promotional campaigns. - Compiled comprehensive reports on stock status, sales trends, and purchasing forecasts for management review. - Trained and onboarded new merchandising team members, ensuring adherence to company procedures and systems.	
General Accountant (Seasonal)	AUG 2016- 2020
- Prepared and recorded daily financial transactions, including cash sales, bank deposits, and receivables. - Reconciled accounts and verified financial data accuracy using Microsoft Dynamics AX. - Generated monthly financial reports, analyzed variances, and supported month-end and year-end closings. - Validated logistics expenses, monitored supplier balances, and managed deferred payment schedules. - Supported internal and external audits by maintaining organized, compliant financial documentation.	

● **WASLA OUTSOURCING (VODAFONE), Egypt**

DEC 2014 - MAY 2016

Customer Service Representative

- Responded to 100+ daily customer inquiries via phone and email, resolving issues promptly and professionally.
- Adhered to company policies to meet call-time, quality, and service standards.
- Delivered superior customer support, achieving a 97% satisfaction rating.
- Provided detailed product information, promotions, and technical troubleshooting using a standardized resolution tree.
- Followed up on resolved issues to ensure customer satisfaction and build long-term relationships.
- Trained peers on customer interaction protocols, technical tools, and support procedures.
- Maintained smooth coordination with internal departments to resolve complex issues efficiently.
- Balanced multiple tasks and priorities, consistently meeting performance targets and deadlines.

● **EL-DESOKY GROUP, Egypt**

JAN 2014 - AUG 2014

Human Resources Specialist

- Managed full recruitment lifecycle including job postings, CV screening, interview scheduling, and employee onboarding.
- Drafted and updated job descriptions in alignment with evolving organizational structure and workforce planning.
- Administered employee data, managed attendance systems, and processed monthly payroll in coordination with finance.
- Acted as liaison between management and employees, facilitating policy implementation, conflict resolution, and performance reviews.
- Oversaw administrative operations, vendor coordination, procurement of office supplies, and facility services.

KEY ACHIEVEMENTS

- Supported the launch of MELON and AlNasser showrooms at Al-Wajha Al-Bahriya, Qatif by preparing reports and coordinating merchandise logistics.
- Assisted in executing the closure plan and compliance procedures for AlNasser showroom in Hay Al Noor, Dammam.
- Implemented a Quality Assurance program which provided constructive feedback for the support team; program improved individual agent performance, resulting in +2 point increase in CSAT scores.
- Consistently maintained top customer satisfaction ratings and received recognition from team leaders during tenure as a Customer Service Representative.