

Karam Hassan Mahmoud Hassan

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Professional Summary

Dedicated Sales and Customer Service specialist with over 8 years of experience in the furniture and retail sector. Adept at managing daily operations and leading teams to meet company goals. Skilled in delivering exceptional customer experiences while focusing on performance improvement and effective interaction with customer needs. Demonstrated success in boosting sales, supporting customers, and developing innovative marketing strategies. Capable of managing large projects and implementing effective solutions to enhance efficiency and increase revenue.

Work Experience

Sales Representative | Pan Home Furniture | 2023 - Present

- Customer Consultation & Sales: Engage with customers to understand their needs and recommend suitable furniture solutions, achieving sales targets.
- Product Knowledge & Demonstration: Provide detailed information about furniture products, including materials, dimensions, and features, ensuring customers make informed purchasing decisions.
- Inventory Management: Assist in monitoring stock levels, ensuring product availability, and communicating with the inventory team to manage product orders.
- Sales Reporting & Tracking: Maintain accurate sales records and reports, tracking performance and providing feedback to management for continuous improvement.
- Customer Relationship Building: Foster long-term relationships with clients, providing excellent post-sale support, addressing concerns, and promoting customer loyalty through follow-up calls and services.

Customer Service Assistant | IKEA Egypt | 2020 - 2023

- Provide support to customers in addressing their inquiries and resolving complaints promptly to ensure full satisfaction.
- Offer comprehensive advice on products, services, and store policies, leading to a 15% increase in customer satisfaction through improved product knowledge and service clarity.
- Coordinate return and exchange processes with the inventory department for smooth operations, reducing processing time by 20%, resulting in faster customer resolution.
- Achieve high levels of customer satisfaction by meeting their needs and providing immediate solutions, contributing to a 25% improvement in customer retention and repeat business.
- Organize and deliver training sessions to the customer service team to enhance service quality and increase effectiveness, achieving a 30% boost in team productivity and a 10% improvement in customer service scores.

Sales Representative | Hab Furniture | 2018 - 2020

- Interact with customers to provide effective sales consultations, guiding them towards the best choices based on their needs.
- Monitor and analyze sales data to identify new opportunities and achieve company goals.
- Organize promotional offers and marketing activities to raise awareness and boost sales.
- Contribute to improving work processes to ensure a smooth customer experience.
- Track sales performance and provide regular reports to management regarding progress and targets.

Team Member - Store Opening | IKEA Egypt | 2014 - 2018

- Support the team in opening a new IKEA store in Egypt by overseeing product display arrangements and inventory organization.
- Train new employees on customer service standards and company policies.
- Participate in organizing promotional events to increase brand awareness during the opening period.
- Provide on-site support to customers, assisting them in accessing products and information.
- Enhance the customer experience during the store launch, contributing to increased customer footfall.

Education

Bachelor's in Social Work | Faculty of Social Work | Graduation Year: 2020

Training Courses

- Mini MBA in Business Administration | American Institute of Professional Studies (AIPS) | September 2022 | Duration: 60 hours | Grade: Excellent

- Mini Diploma in Sales and Marketing Management | Egyptian Association for Continuing Education | June 2022 | Grade: Excellent
- Mini Diploma in Human Resource Management | Egyptian Association for Continuing Education | June 2022 | Grade: Excellent
- Mini Diploma in Project Management | Egyptian Association for Continuing Education | June 2022 | Grade: Excellent
- Mini Diploma in Financial Management | Egyptian Association for Continuing Education | June 2022 | Grade: Excellent.

Skills

Soft Skills: Leadership | Effective Communication | Problem-Solving | Negotiation | Teamwork | Organizational Skills | Adaptability | Critical Thinking | Self-Motivation | Customer Service | Time Management | Decision Making

Professional Skills: Sales Management | Marketing Strategies | Product Presentations | Staff Training | Team Management | Customer Interaction | Market Needs Analysis | Performance Target Achievement | Customer Relationship Management | Strategic Planning | Complaint Handling | Innovative Solutions

Technical Skills: MS Office (Word, Excel, PowerPoint) | CRM Software | Sales Management Systems | Data Analysis Tools | ERP Systems | Inventory Management Systems | Project Management Tools | Remote Communication Tools | Performance Analysis Software | E-commerce Platforms | Digital Marketing Techniques | Social Media Management

Achievements

- "Partner of the Month" Award | IKEA Egypt | February 2016
- Recognized for outstanding contributions to the company and effective involvement in improving the work environment.
- Certificate of Appreciation: Awarded by the company for professionalism in customer service at IKEA Egypt.

Languages

Arabic: Native | **English:** Good