

# MOHSEN OSMAN

Area manger Extra & Panda stores -  
www.Extrastores.com (United Electronics Co.) Jeddah  
/ Saudi Arabia ( alden.m@extra.com ))

Jeddah Alaziziyah, Jeddah, 127206, Saudi Arabia

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## + LINKS

### linkedin

https://www.linkedin.com/in/mohsen-hossam-65989b20a

## + EDUCATION

- Social Work Academy

Cairo Egypt  
2008

**BACHELOR**

## + SKILLS

Policies And Procedures  
Implementing

Performance Reporting

Team Building/Leadership

Inventory Control /Shrinkage

Loss Prevention

Staff Recruitment And Training

Ability To Work Under Pressure  
Environment And Achieve The  
Best Results

Networking, Negotiating, And  
Problem-Solving Skills

Analysis And Decision-Making  
Skills

Creative, Providing New Ideas

Customer Needs Assessment

Performance Evaluation

Team Management

P&L/Profit-And-Loss

Excel In [Areas Of Expertise]

Creative, Patient And Self-  
Motivated.

Very Good At Meeting Deadline  
Of My Tasks.

## + LANGUAGES

ARABIC

ENGLISH

## + PERSONAL DETAILS

**Date of birth**

24/10/1985

**Nationality**

Egyptian

**Marital status**

Married

## + ABOUT ME

### presentation

- My background includes leading operations, teams, and processes to drive business and customer service success. From achieving top sales performances and implementing strategic merchandising efforts to leading staff development and surpassing store sales quotas, I excel at providing operational and management expertise that drives consistent store success and provides exceptional customer service and support .
- 13 years of experience in retail operations and sales management and my current title is area manger
- Solid background in profit growth and loss reduce on, and my store is the highest profit in the region in 2019 as we made 50.8% profit.
- Tremendous improvement in managing retail sales and developing and improving employee performance is evident in the results services. We were able to be the best store in the services of 2018, we achieved 139% and an attach rate of 5.55%, and in 2020, we reached 124% and a rate of 6.19%
- We managed a great relationship with suppliers to return the defective products. And one of the best stores, the percentage of damage does not exceed 0.05% every month in DOA.
- I have a success story. When I moved to Jeddah Extra sultan mall js1 store in 2020, I was able to return products to suppliers with a value of 300,000 riyals that were supposed to be scrap, and the % improved from 0.13% to 0.1%,
- enable to open new stores as now extra started new project with panda and our plane to open 60 branch and chosed me to start open branches and open first store successfully

## + WORK EXPERIENCE

- Jeddah APR 2023 - PRESENT

### AREA MANGER EXTRA & PANDA STORES

#### Area manger Extra & Panda

www.Extrastores.com (United Electronics Co.) / Jeddah – Saudi Arabia / April 2023 - up to date

- focuses to open 60 branch
- Train and mentor the staff when required.
- Analyze the budget and profitability through cost-effective methods.
- Investigate potential business opportunities within the assigned area.
- Lead your team to provide the best customer services.
- Determine long term success by proposing different business development strategies.
- Ensure the expansion of sales and brand visibility.
- Plan targets for the team and ensure that they are timely achieved.
- Implement operational changes with strategically proposed methods.
- Perform detailed analysis of new market trends, consumer behavior and competition in the market.
- Evaluate the performance of the staff on an individual basis.
- Acknowledge customer queries timely and effectively

#### Operation / Sales manager

www.Extrastores.com (United Electronics Co.) / Jeddah – Saudi Arabia / May 2015 - March 2023

- Maintains receiving and distribution operations by determining product handling and storage requirements; developing, implementing, enforcing, and evaluating policies and procedures; developing processes for receiving product, equipment utilization, inventory management, managing cycle count, physical count and investigations.
- Managing sales & services follow up on Daily/weekly/monthly achievement on the sales floor and focus with the team leaders and salesman is low performance in the weekly review.
- Monitoring KPI goals closing ratio & basket size & service attach rate & CSI Customer satisfy indicator.
- Newsletter review to implemented tasks (internal transfer & RTV & promotions & awaiting booking/shaping with delivery team & online pickup orders & handling customer complaints & complete newsletter checklist).
- Controlling the cycle count to check up a weekly schedule with team leaders & inventory coordinator & check results daily to reduce shrinkage charge.
- We Managed the physical count and prepared the store to yearly physical count (and we achieved from 0.18% to 0.05% according to our target - 2019).
- Checkup weekly warehouse review of all documents (P.O & RTV & transfers) and pending shipments with couriers.
- Check up with customer services and team leader on the damaged items by weekly meeting and follow up with suppliers to remove any new items damage.
- Checkup all return invoices in weekly and petty cash & save the box.
- Managed the merchandising store with team leaders & salesman to ensure all the products available in the warehouse in the display & refill products on the floor.
- Checkup the out of stock by weekly analysis stock data to know the fast-moving items & sleeping stock & out of stock to request if needed.
- Meet sales budgets, proper control of expenses.
- Maintain stocking of store according to planogram.
- Ensure merchandising is properly displayed and priced.
- Ability to follow company policy and procedures.
- Proper handling of customer services thought a can-do attitude toward customer first approach.
- Proficient in operating all applicable equipment according to company policy.
- Ensure accurate sub inventories. (DOA, DRTV, Damage, RTV, Open Boxes and Display).
- Perform checklists audit and take necessary actions by escalatin
- Responsible for offloading the supplier's trucks to the warehouse according to the company policy & procedure.
- Ensure the compliance of the receiving process on the system and print-out the PO receipt.
- Respond to employee and vendors phone inquiries.
- Additional performance criteria, standards of conduct, discipline and discharge producers are contained the employee orientation program, SOP and HR programs.

#### Team leader

www.Extrastores.com (United Electronics Co.) / Jeddah / DEC 2014 - ABR 2015

- Preparing a sales & services report, making a weekly meeting to see the performance, and then focusing on low-performing vendors to improve performance.
- Review the daily store bulletin, and apply it to the floor, and review the promotions with the team.
- Ensure that all products available in the warehouse are displayed.
- Handling merchandising with the salesman.
- No\_ of unavailable products, especially those shown in the magazine
- Prepared my sections to complete the cycle count according to the weekly schedule and follow up on the final result.
- Prepared my sections to complete the physical count according to the schedule and follow up on the final result.
- Make a weekly schedule for employees.

#### Salesman

www.Extrastores.com (United Electronics Co.) / Jeddah / JUL 2011 - NOV 2014

#### Assistant zone supervisor

at (Universal Group) In Upper Egypt From July/2009 till July/2011.

#### Sales man

( Noval Group) in Egypt From May/2008 till July 2009

- MAY 2023 - MAY 2023

## + COURSES

- **Lead to Succeed**  
Extra / Dec 2020 - Dec 2020

- **Communicate to Win**  
EXTRA / Dec 2020 - Dec 2020

- **Influential leader**  
EXTRA / Dec 2019- Dec 2019

- **DOA (damage) Training**  
Extra / Jun 2020 - Jun 2020

- **Mega sales Planning**  
EXTRA / Oct 2019 - Oct 2019

- **Mega sales training**  
EXTRA / Oct 2018 - Oct 2018

- **Microsoft Training in the Windows 10**  
Microsoft / Sep 2015 - Sep 2015

- **Apple Training in the products**  
APPLE / Jul 2014 - Jul 2014

- **Customer first G.U.E.S.T**  
EXTRA / ABRIL 2014- MAY 2014

- **Basic fire fighting**  
ASTC ( ARABIAN SAEFTY TRAINING CENTRE ) 2019