



Khaled Mohamed Abdelgawad

Sales Assistant, Customer Experience Specialist

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- LinkedIn
- Giza, Egypt
- Egyptian
- 29 Years
- Single

EXPERIENCE

Sales Assistant

01/2018 - Present

LC WAIKIKI

- Greet and assist customers in a friendly and professional manner.
- Provide product information, recommendations, and personalized service to meet customer needs.
- Handle customer inquiries, complaints, returns, and exchanges professionally.
- Operate cash registers, handle transactions, and process payments accurately.
- Collaborate with team members to achieve sales targets and store goals.
- Support store events, promotions, and marketing initiatives as required.
- Assist in stock management, inventory checks, and restocking merchandise.
- Maintain organized, clean, and visually appealing displays according to brand standards.
- Assist in Visual Merchandising activities (Under Training), including product arrangement, color coordination, and maintaining attractive displays in line with brand guidelines.
- Support VM updates by following seasonal trends and promotional layouts to enhance customer experience and increase sales.

Assistant Manager

02/2015 - 12/2016

NOLA Cupcakes

- Supervise and lead a team of staff and supervisors, providing guidance, support, and performance feedback.
- Manage daily operations, including opening and closing procedures, shift scheduling, and task delegation.
- Ensure excellent customer service and handle customer inquiries or complaints professionally.
- Support marketing and promotional activities within the branch.
- Train new employees and provide ongoing coaching to improve skills and efficiency.

Waiter and Barista

04/2012 - 02/2015

Costa Coffee

- Greet and serve customers in a friendly and professional manner.
- Prepare and serve coffee, tea, and other beverages according to standard recipes and quality guidelines.
- Take orders accurately and handle payments efficiently.
- Maintain cleanliness and organization of the café, including workstations, tables, and equipment.
- Assist with inventory management, restocking supplies, and monitoring product quality.
- Handle customer inquiries, requests, and complaints with professionalism.
- Support team members to ensure smooth workflow during peak hours

Waiter

03/2011 - 03/2012

RAMSIS HELTON Hotel

- Greet and serve guests in a professional and courteous manner.
- Take accurate orders and deliver food and beverages promptly.
- Ensure tables are clean, organized, and properly set.
- Handle customer inquiries, special requests, and complaints professionally.
- Collaborate with kitchen and service staff to maintain smooth operations.
- Assist with inventory management, stock replenishment, and table maintenance.
- Follow health, safety, and hygiene standards consistently.

EDUCATION

Printing & Publishing

SKILLS

Customer Service, Sales & Upselling

Retail Operation, Visual Merchandising

Inventory Management, Cash Handling & POS Operation

Team Supervision & Leadership, Staff Training & Development

Scheduling & Task Delegation, Food & Beverage Service

Barista Skills, Table Service & Hospitality, Customer Complaint Handling

Communication & Interpersonal Skills, Time Management & Multitasking

Problem Solving & Decision Making, Positive & Service-Oriented Attitude

Adaptability in Fast-Paced Environment

LANGUAGES

English

Intermediate

Arabic

Native