

Mohamed Mohsen Saleh Ezz El-Din

Toy Seller

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SUMMARY

Experienced Toy Seller and Store Branch Manager with 5 years in retail, specializing in customer service, toy product knowledge, and inventory management. Proven ability to operate POS systems, manage merchandising, and lead teams in a fast-paced, child-friendly environment. Skilled in handling transactions, setting up promotional displays, and maintaining store safety standards. Bilingual with strong communication and problem-solving skills.

EDUCATION

Bachelor of Commerce in Foreign Trade

Jun 2024

Helwan University, Cairo, Egypt

PROFESSIONAL EXPERIENCE

Store Branch Manager / Toy Seller

Jan 2020 – May 2025

Supply Company – Ezbet El-Nakhl, Cairo, Egypt

- Promoted from Toy Seller to Store Branch Manager after demonstrating strong leadership, customer service, and sales performance
- Assisted customers in selecting appropriate toys by providing detailed information on product features, age suitability, and safety standards
- Managed store operations including inventory control, staff coordination, and POS system transactions to ensure smooth daily functioning
- Organized promotional displays and maintained store cleanliness to create a family-friendly shopping environment and boost customer satisfaction

CERTIFICATIONS & TRAINING

Course E – English Language

- Level: B2

SKILLS

Technical Skills

- POS System Operation
- Inventory Management
- Toy Product Knowledge
- Merchandising & Display Setup
- Cash Handling
- Stock Replenishment
- Store Safety Compliance
- Microsoft Office (Word, Excel, PowerPoint)

Soft Skills

- Customer Service
- Communication
- Team Leadership
- Problem-Solving
- Time Management
- Patience
- Flexibility
- Interpersonal Skills

LANGUAGES

- **Arabic:** Native
- **English:** Very Good