

CONTACT

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 Palestinian / ابن مواطنه

PROFESSIONAL SUMMARY

Experienced professional with a strong background in customer service, sales, and team leadership, bringing proven skills in problem-solving, time management, and driving results. Adept at managing inventory, handling cash, and enhancing customer satisfaction through personalized support and product expertise. Eager to leverage these strengths to contribute to a new team and achieve organizational goals.

SKILLS

- Customer service
- Teamwork and collaboration
- Time management
- Problem-solving
- Multi-tasking strength
- Cash handling
- Stocking and receiving
- Sales expertise

MAHMOUD MAGHRABI



EXPERIENCE

Sales associate / Store Manager Geekay - Jeddah, Mecca
04/2024 - 07/2025

- Greeted customers warmly and offered assistance.
- Helped customers find and select products.
- Kept work area clean, organized and free of clutter at all times.
- Got promoted as Store manager in January 25
- Working on daily reports
- VM
- CRM
- Motivate my team and assure that they are fully aware of our products and offers
- Receive and send shipments
- Deal with online orders
- Handle customers issues
- Assisted customers with product selection to ensure customer satisfaction.
- Organized merchandise displays to promote higher levels of customer engagement.
- Operated cash register and POS to process sales transactions and handle payments.
- Performed cash register operations accurately according to company guidelines.
- Provided accurate information about products, prices and availability both in person and over the phone.
- Built relationships with potential customers by providing helpful advice on product selection.
- Encouraged customers to make additional purchases and suggested relevant items.
- Followed checklist to complete retail store opening and closing activities.
- Maintained inventory records for restocking purposes.

Sales Representative OSN - Jeddah
07/2016 - 07/2019

- Utilized persuasive communication techniques to close deals quickly and efficiently.
- Managed customer accounts by providing accurate information on product availability and pricing.
- Communicated product features, advantages, and benefits to customers.

Sales Coordinator AL-Ohadieh ReadyMix Company
11/2015 - 05/2016

- Answered incoming calls promptly and professionally, addressing customer inquiries with empathy and understanding.
- Managed difficult situations calmly and effectively while maintaining a

positive attitude towards customers.

- Met performance goals and call center metrics in fast-paced performance setting.
- Achieved impressive cost reductions by assessing alternative purchasing decisions.

Movie editor Next production

11/2014 - 10/2015

- Edited and proofread manuscripts, articles, reports, and other documents to ensure accuracy of grammar, spelling, punctuation, syntax, and formatting.
- Developed new ideas for content to engage audience.
- Implemented language and style guidelines to ensure consistency.

Merchandiser B.A.T Naghi - Jeddah

09/2012 - 07/2013

- Maintained product rotation by checking expiry dates or damage.
- Implemented store layout changes, including the addition of new fixtures.
- Collaborated with store managers to ensure compliance with corporate guidelines.



EDUCATION

Bachelor of Arts (B.A.): Graphics design

AUL Lebanon - Lebanon, 08/2012