

Abdulaziz Hussein

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Professional Summary

Sales & Customer Service Specialist with over 10 years of experience in sales performance, customer engagement, and brand promotion across retail and consumer markets. Proven ability to achieve and exceed sales targets, deliver outstanding customer service, and build long-term client relationships. Skilled in product presentation, complaint handling, and ensuring seamless shopping experiences while supporting overall business growth.

Key Highlights

- Consistently achieved and exceeded monthly sales targets through effective product promotion and customer engagement.
- Strong customer service skills with the ability to handle inquiries and resolve complaints professionally.
- Experienced in retail operations including merchandising, store organization, and product visibility.
- Skilled in presenting products and guiding customers through purchasing decisions to maximize sales.
- Adept at training customers on product knowledge and usage, enhancing satisfaction and loyalty.
- Bilingual (Arabic & English) with excellent communication and interpersonal skills.
- Reliable, professional, and committed to delivering a high standard of service.

Achievements

- Achieved 120% of monthly sales targets for 6 consecutive months.
- Boosted brand visibility in retail stores by 25% through effective merchandising strategies.
- Trained 50+ customers and retail staff on product knowledge and usage, reducing complaints by 30%.
- Played a key role in launching promotional campaigns that increased sales revenue by 20%.
- Maintained customer satisfaction scores above 90% by providing exceptional post-purchase support.

Core Skills

- Sales Enablement & Training
- Team Leadership & Collaboration
- Training & Development
- Workshop Facilitation
- Strong Presentation & Communication
- Customer Relationship Management
- Creative Problem Solving
- Merchandising & Brand Visibility

Professional Experience

Electrical Appliances Trainer (Client-Focused)

TCL – HOOVER – SIMFER – PANASONIC | 2023 – 2024

- Delivered hands-on product training and orientation to customers after purchase.
- Ensured clients understood device operation, maintenance, and troubleshooting.
- Collected customer feedback to improve usability and enhance training content.

Supervisor Merchandiser

TCL – HOOVER – SIMFER – PANASONIC | 2021 – 2023

- Led a team of merchandisers to ensure optimal product display and stock availability.
- Implemented merchandising strategies to strengthen brand presence and boost sales.
- Collaborated with sales teams to achieve growth targets and market share expansion.

Merchandiser

TCL – HOOVER – SIMFER – PANASONIC | 2021 – 2023

- Ensured product availability and visual presentation in retail stores.
- Worked with sales staff to enhance brand visibility and improve customer experience.

Promoter

Alesys Company | TCL – HOOVER – SIMFER – PANASONIC | 2017 – 2020

- Promoted company products directly to customers in exhibitions and sales points.
- Increased brand awareness and boosted sales through direct engagement.

Sales & Promotion

Savola Group | 2015 – 2016

- Promoted Savola products and enhanced brand presence in the market.
- Supported sales growth through targeted promotional campaigns and customer engagement.

Education

Marketing Graduate – King Saud University Labor Market Qualification Course | Practical Course