

Majid Nasser

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Professional Summary

After-sales service specialist with over 9 years of experience in **retail, sales, and customer service** at IKEA, with a proven record of **hitting targets and increasing customer satisfaction KPIs**. Contributed to operational enhancements by efficiently managing ticketing systems, scheduling staff, and utilizing ERP platforms such as SAP and Oracle. Skilled in **team leadership and employee training** within dynamic, fast-paced environments. Delivered measurable results including **cost reduction and improved operational efficiency**.

Professional Experience

IKEA | After-Sales Warranty Specialist | Jan 2023 – Present

- Manage and close customer service tickets efficiently and accurately.
- Respond to professional emails through Outlook in a timely and organized manner.
- Prepare and print shift schedules for the department.
- Fully resolve customer visit cases in alignment with company policies.
- Train and onboard 4 new employees on internal systems and procedures.

IKEA | Customer Service Associate | Jan 2021 – Dec 2022

- Delivered direct in-store and post-sale customer support.
- Recognized as “Employee of the Month” 3 times consecutively.
- Reduced ticket resolution times through proactive case handling.
- Contributed to customer satisfaction reporting and feedback analysis.
- Utilized internal tools to streamline service responses.

IKEA | Sofa Sales Representative | Jan 2018 – Dec 2020

- Managed sofa department sales and achieved annual targets for 2020.
- Provided tailored product consultations to customers.
- Optimized product displays based on seasonal trends and inventory flow.
- Analyzed department sales performance and proposed improvement strategies.
- Assisted in refining visual merchandising approaches.

IKEA | Inventory Coordinator – Logistics | Jan 2016 – Dec 2017

- Conducted accurate and timely product inventory counts.
- Awarded “Best Logistics Employee” in 2017.
- Improved stock-tracking accuracy through revised procedures.
- Supported shipping and handling operations within the warehouse.
- Generated variance reports and highlighted key discrepancies.

Education

- **High School Diploma** | Ministry of Education – Riyadh | 2019

Certifications & Training

- **Computer Proficiency Certificate** | 2017
- **Microsoft Word Course** | 2017
- **Microsoft Excel Course** | 2017
- **Microsoft Outlook Course** | 2017

Projects

- **Zero Cases Initiative** | IKEA | 2022

Skills

Soft Skills: Time Management | Problem Solving | Teamwork | Decision Making | Working Under Pressure

Professional Skills: Customer Ticket Handling | Staff Scheduling | Customer Service | Sales | Department Oversight | Performance Analysis

Technical Skills: Microsoft Word | Microsoft Excel (PivotTables, VLOOKUP) | Microsoft Outlook | Microsoft PowerPoint | Microsoft Access | Microsoft OneNote | Microsoft Teams | ERP Systems (SAP, Oracle)

Languages

- **Arabic:** Native
- **English:** Intermediate