

Ziyad Alharbi



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Saudi Arabia

OBJECTIVE

Sales and operations professional with over three years of experience in retail and corporate sales. Achieved up to 20% above sales targets through strategic planning and customer relationship management. Skilled in CRM, POS, Excel reporting, and team supervision. Bilingual Arabic-English with strong communication and data analysis skill.

EDUCATION

Qassim University

Bachelor's in English Language and Translation

Graduation Year: 2025

EXPERIENCE

Mobily

Branch Supervisor | Nov 2023 – Present

- Supervised a team of 3 employees, insuring operational efficiency and consistent achievement of monthly sales goals.
- Exceeded branch sales targets by up to 20% through strategic planning, upselling, and customer relationship management.
- Utilized CRM and POS systems to track sales performance, manage customer data, and streamline service delivery.
- Prepared sales reports using Excel for performance analysis and decision making.
- Ensured high standards of customer service, resulting in increased client retention and satisfaction.

Mobily

Sales and Service Specialist | Jul 2021 – Nov 2023

- Provided high-level customer service by addressing inquiries and technical issues efficiently.
- Identified and acted on upselling and cross-selling opportunities, supporting company growth.
- Maintained accurate customer records and ensured smooth service processes, supporting effective sales strategies.
- Acted as interim supervisor during absences, maintaining team performance and ensuring the achievement of sales targets.
- Played a key role in improving resolution speed and service quality, enhancing the customer experience and driving repeat business.

SKILLS

- Microsoft Excel (Sales calculation, data analysis, report creation)
- Translation (literal and meaning-based, Arabic, English)

- Problem Solving and Critical Thinking
- Microsoft Word (Report writing, formatting)
- Microsoft Outlook (email scheduling, calendar management)
- CRM & POS (Sales processing, customer data management, transaction management)
- Sales strategy and target achievement
- Staff training
- Customer relationship management
- Data-driven decision making
- Time management & organization

LANGUAGES

- Arabic : Native
- English : Advanced (Step Score: 78)