Mahmoud Abdulrhman

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(951)729-9286

Willing to relocate: Anywhere

Education

- UC Berkeley Extension - January 2021

Full stack web developer

- Al-Zaytoonah University of Jordan - June 2010

Bachelors of Arts in Graphic Design

Work Experience

Sales Associate

Ermenegildo Zegna - Cabazon, CA March 2019 to Present

• Consistently and effectively networks to attract new customers and develop a customer database

• Consults with customers to discover their needs by exploring customer preferences and occasions for which the customers are shopping.

• Create opportunities for customers to experience multiple Zegna brands, products and "total looks" through demonstrating relevant yet personalized mix and match options.

• Utilize company provided (iPod/iPad) technology to offer a complete and integrated luxury experience. • Collects useful and accurate customer data and information in accordance with Zegna CRM procedures and guidelines.

• Cultivates future customer connections with Zegna (e.g. CRM after-sales activities including Thank You notes and Follow-up phone calls).

• Utilize CRM software as the primary tool for after-sales communication

• Drive and perform onsite audits of store physical inventories

• Actively communicate customer, product, and other store information within the store team to ensure customer and business needs are met.

• When required support the orientation of new staff through acting as a learning coach or "buddy" if assigned by the Store Manager.

Sales Associate

Citizen Watch Store - Cabazon, CA August 2018 to Present

• Help open the store and maintain organization and cleanliness • Customer service -bilingual in English and Arabic

• Take part in store inventory to keep track of merchandise

Assistant Manager

Fragrance Outlet - Cabazon, CA November 2016 to January 2019

• Develop customer relationships to drive additional business and maintain customer satisfaction • Showcase

perfumes to customers and tell them about latest promotions and discounts

• Explain to customers about the product they are buying and the properties of the perfume

• Gather information about customer satisfaction about product

• Involved in product marketing to customers

Skills

❖ Web Development :

Front End

- React

- HTML (1 year)

- CSS (1 year)

- JavaScript

- API's (Less than 1 year)

- JQuery (1 year)

- Bootstrap

- REST

Back End

- Node Js

- SQL

- NoSQ

- Graphql

- MERN

- Redux

Web Tools

- GitHub

- AJAX

- OOP

❖ Other Skills :

- Arabic

- Graphic Design