

Mahmoud Abdulrhman

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Willing to relocate: Anywhere

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

Store Manager

Fragrance Outlet - San Bernardino, CA

August 2017 to June 2018

Open and close, scheduling and daily retail operations

Education

Bachelors of Arts in Graphic Design

Al-Zaytoonah University of Jordan

2010

Skills

- Arabic
- Graphic Design
- Market Analysis
- Adobe Photoshop
- Android
- Business Development
- Adobe InDesign
- Adobe Illustrator
- Adobe Creative Suite
- Typography
- Illustration
- Web Design
- HTML (1 year)
- CSS (1 year)
- Git (1 year)
- HTML5
- JavaScript
- API's (Less than 1 year)
- JQuery (1 year)
- Node.js
- MySQL
- Sequelize (Less than 1 year)
- SQL
- REST
- Microsoft Excel
- Microsoft Word
- Microsoft Powerpoint
- Microsoft Office

- Microsoft Outlook
- Relational databases
- Visual Studio
- OOP
- Responsive web design
- Mobile applications
- AJAX
- GitHub
- Software development
- Mac OS
- MongoDB
- React
- Application development
- Redux
- JSON
- Bootstrap

Additional Information

TECHNICAL SKILLS

- Proficient in Microsoft Office Suite
- Sound knowledge of troubleshooting techniques for Android and iPhone products
- Strong exposure to social media outlets such as Facebook, Twitter, Instagram
- Experience with market analysis and analytical reporting