FAISAL ALZAHRANI

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EXPERIENCE

2018 – 2019

MOBILE STORE SALES REPRESENTATIVE, FZ STORE

• Supported the evaluation of new products, and provided clinical feedback to marketing and sales
• Handled merchandise returns, assisted manager with ordering new merchandise, and scheduled store associates to accept deliveries and transfer to stockroom and sales floor
• Installed mobile protection with approximately 70 phones of different types, and installed several accessories that require personal effort, such as nano installation
• Learned all the requirements and instructions from the previous work team on how to install protections for mobile phones and other accessories, arrange the shelves on a specific system in the store, and price the products and sort them according to the system.

2019 – 2020

MOBILE STORE MANAGER, FZ STORE

• Managed storefront-related services, including repairs and enhancements, to improve the overall customer experience
• Designed 5 marketing initiatives, increasing revenue by 10%
• Organized shelves, cleaned counters, and swept and mopped floors, earning a 100% success score on 20+ monthly inspections
• Exceeded store sales goals 6 months in a row
• Collaborated with management team to meet company initiatives and ensure employee satisfaction

EDUCATION

2008 - 2020

HIGH SCHOOL DEGREE, MODERN INSTITUTE OF THE CAPITAL

studied at the Capital Model Institute in Riyadh and obtained a high school degree in natural sciences with an excellent average.

2020 - CURRENT

DIPLOMA IN SOFTWARE ENGINEERING AND WEB DEVELOPMENT,

COMMUNICATIONS AND INFORMATION COLLEGE

studying at the College of Communications and Information in Riyadh, majoring in software engineering and web development in the Department of Computer and Information Technology.

LANGUAGES:

Arabic: Native -- **English**: Good.

SKILLS:

Adaptability - Attention to detail - Collaboration - Communication - Creativity - Decision making - Empathy - Leadership - Multitasking - Positivity - Problem solving - Self-motivation - Time management - Work ethic - Visual thinking - Patience.

PROGRAMMING SKILLS:

git - Wireframing - DNS management - Testing, debugging - Front-end frameworks (Junior) - Responsive design - User experience - User interface - Document object model - Node.js - Bootstrap - PHP - Java - HTML5 - HTML -CSS3 - CSS - MySQL - Python – jQuery.

COMPUTER SKILLS:
MS Office: Word, Excel, Outlook, Power point, Access - **Google Drive:** Docs, Drive, Forms, Gmail, Sheets - **Email:** Outlook, Gmail, mail merge, filters, folders - **Operating systems:** MacOS, Windows, Linux and Debian - **Maintenance:** Hardware configuration, system administration, tech support, software installation, Linux/Unix and Windows.

CERTIFICATIONS:

Certificate in Introduction to Cybersecurity from **Cisco Networking Academy** -- Nov 2022.
Certificate in Introduction to IoT from **Cisco Networking Academy** -- Nov 2022.

Certificate in Technical Support Fundamentals from **Google & Coursera** -- Nov 2022.
Certificate in Fundamentals of Digital Marketing from **Google** – Jan 2022.

Certificate in Awareness of Cybersecurity Risks from **Doroob & STC** – Oct 2021.
Certificate in Cyber Security from **Doroob & STC** – Oct 2021.
Certificate in Cyber Security Track from **Doroob** – Oct 2021.
Certificate in Cyber Security from **Doroob & STC** -- Oct 2021.
Certificate in Technical Tools from **Doroob** -- Oct 2021.
Certificate in Customer Needs Analysis in Graphic Design from **Doroob** -- Sep 2021.
Certificate in Introduction in the Information Technology from **Doroob** -- Sep 2021.
Certificate in Introduction to Graphic from **Doroob** -- Sep 2021.
Certificate in Microsoft Excel from **Doroob** -- Sep 2021.
Certificate in Microsoft Outlook from **Doroob** -- Sep 2021.
Certificate in Microsoft PowerPoint from **Doroob** —Sep 2021.
Certificate in Microsoft Word from **Doroob** — Sep 2021.

Certificate in Cloud in one Day from **TechCampus** — Jun 2020.
Certificate in Social Cyber Secrets from **TechCampus** — Jun 2020.
Certificate in Tracking Hackers Level 2 from **TechCampus** — Jun 2020.