

Riyadh Isa Ali Hassan

Date of birth: August 19, 1982

Cell Phone: +973 33389880 - +973 34576186

Email: [riyadh\\_rasool123@hotmail.com](mailto:riyadh_rasool123@hotmail.com)



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## OBJECTIVE

To be in a challenging and rewarding position with a result-oriented company where I can work and continue to increase my knowledge and skills and to be able to share and contribute to the company growth.

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## TRAINING AND EDUCATION

1. Jidhufs secondary school 1995 - 1998  
Package units and air-conditioning chillers section
2. Baisan institute 4 December 1999  
Housekeeping course in hotel management
3. BAPCO work experience training in the specialization of air-Conditioning
4. Starbucks coffee July 2004  
Legendary service workshop and customer services
5. British council from 31/08/2002 to 30/10/2002  
English course
6. American Heart association (First aid course ) 2008
7. American Heart association ( Firefighting course ) 2008
8. Bahrain International Retail Development Centre (Certificate In Retailing) from 18/07/2010 to 18/12/2010
9. Logic institute: warehouse management and stock control, from 16 April, 2018 to 07 May, 2018.
10. Logic institute: Certificate in procurement and supply operation
  - a. Principles of supply chains
  - b. procurement and supply processes
  - c. procurement and supply administration
  - d. procurement and supply stakeholders
  - e. procurement and supply principles

From 16 April 2018 until 26 November 2018

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## **WORK EXPERIENCE**

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### **Sales supply and support specialist**

**IKEA Bahrain from 01/07/2018 until now**

Coordination between different sections such as inventory management, marketing team, customers.

### **Sales Consultant**

**AL Tayer Group Company in GAP City Center 01/03/2011 - 24/01/2018**

Deliver excellent customer service through, identifying customer needs, offering advice and demonstrating suitable products, building relationships with key customers and ensuring store standards are maintained in order to achieve sales targets and cultivate customer loyalty.

## **Principal Accountabilities**

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1. To welcome and greet every customer in a warm and friendly manner & Demonstrate excellent customer service at all times.
2. Identify each customer's needs through asking questions; confidently Recommend and demonstrate appropriate products; recommend link products at every sale opportunity; close the sales
3. Receive cash or payment in any authorized modes from customers, issue Receipts / bills against their purchase and provide professional cash point service.
4. Handle customer complaints professionally and efficiently, in line with the Company after sales policy.
5. Demonstrate and maintain product knowledge, fashion trends, in store Promotions at all times.
6. Maintain personal grooming standards as advised by the Store Manager.
7. Maintain clean and organized wrap stands, fitting rooms and stock areas.

## **Key Performance Indicators**

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1. Achieving sales targets.
2. Mastery shopping report/Customer satisfaction.
3. Achieving tasks in time allocated level of product Knowledge and market awareness.
4. Staff training coordinator.

**Adhari Park Development Company 1/08/2007- 17/04/2010**

- Worked as a Public relation officer
- Cashier

- Customer service
- Lost and founds Keeper
- First aider
- Making announcements
- Phone operator
- Events coordinator
- Reporting to management on daily Basis

**Starbucks Coffee 18/01/2004 - 23/11/2005**

- Worked as a barista
- Cashiers
- Customer service

**Alkomed Engineering 22/10/2000 - 5/12/2003**

- Worked as a Technician (A/C) and Air-conditioning
- Maintaining and Repairing
- Reporting to the maintenance manager

**Sheraton Bahrain from 30/11/1999 to 27/ 7/2000**

- Worked as room service
- Guide liner
- Customer care

**Summary of Skills Knowledge and Experience**

- Hospitality Management
- Sales Skills
- Hard working and a good team worker
- Fast to learn
- Challenging
- Ambitious, Active, always trying to developed my skills
- English language competency (Reading, writing, speaking, listing)
- Computer literate
- Customer Service
- Public relations
- Use of Computer registration system

**Interest**

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Reading, swimming, and playing football

**I certify that all information given above are true and correct to the best of my knowledge**