

SAYED AHMED HANI MAHFOODH

Results-driven Business Administration graduate with over than five years of experience in retail management, customer service, and logistics operations. Proven ability to lead teams, optimize workflows, and enhance customer satisfaction in high-pressure environments. Adept at problem-solving, process improvement, and cross-functional collaboration, with a strong track record of reducing costs and increasing efficiency.

CONTACT

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EDUCATION

Bachelor of Business
Administration

Arab Open University, Bahrain
Branch 2019

SKILLS

- Odoo user
- Inventory Management Systems
- MS Office

LANGUAGE

- Arabic (native)
- English (fluent: reading, writing and speaking)

EXPERIENCE

STOREKEEPER /CUSTOMER SERVICE | AL-SALAM GAS 2019-PRESENT

- Manage end-to-end warehouse operations, including receiving/dispatching daily orders
- Resolve delivery-related complaints, reducing customer escalation through proactive follow-ups.
- Coordinate with suppliers and delivery teams to streamline logistics, cutting dispatch delays.
- Addressed customer complaints, achieving 95% resolution rate.
- Collaborated with cross-functional teams to implement a ticketing system, improving response time.

STORE MANAGER | FRESCO FRUIT ART 2018-2019

- Led a team of 12, increasing sales and productivity through targeted training and shift optimization.
- Implemented daily quality control checks, reducing product waste.
- Handel daily problems professionally by staying calm and listening to customers, solving issues quickly and always keeping a positive attitude.

CASHIER | FRESCO FRUIT ART 2016-2018

- Processed daily transactions with zero cash discrepancies,
- Enhanced customer experience by providing personalized recommendations, boosting repeat business.