

Rayan Mohammed Bahashwan
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Date of Birth: April 23, 1995
Nationality: Saudi

Professional Summary

A polite and professional individual with strong communication and multitasking skills. Experienced in customer service, sales strategy, and complaint resolution. Demonstrates the ability to uphold service standards, resolve issues independently, and implement client follow-up to ensure satisfaction. Proficient in modern point-of-sale systems and human capital management platforms.

Work Experience

Patient Services Representative
Remain Medical Group – Jeddah, Saudi Arabia
October 31, 2024 – May 2, 2025

- Provided direct patient care and front-desk service to ensure a positive experience.
- Supported patients with inquiries and offered administrative assistance.
- Managed scheduling and coordination of patient appointments.
- Printed and distributed lab results and medical test reports.
- Conducted examination checks for individuals renewing their Iqama.
- Maintained quality standards in all patient-facing interactions.

Career Break (Gap Year)
November 2023 – October 2024

- Took a professional development and career reassessment break to focus on future career goals.

Sales Provider
Mohawarean Specialized Golf Services – Thuwal, Saudi Arabia
October 2022 – October 2023

- Managed the company's point-of-sale system (DREAMSOFT), maintaining smooth sales transactions.
- Prepared weekly sales reports for senior leadership and suggested operational improvements.
- Built lasting relationships with clients and enhanced customer satisfaction through proactive engagement.
- Delivered presentations and product demonstrations to support upselling efforts.
- Utilized SAP SuccessFactors for human capital and inventory management.

Senior Sales Representative

Virgin Megastore for Trading – Jeddah, Saudi Arabia

September 2018 – September 2022

- Handled cash transactions and implemented visual merchandising strategies.
- Monitored inventory, managed product placements, and led team-based stock replenishment.
- Engaged in product negotiations and upselling.

Sales Representative

Alshaya Group – Jeddah, Saudi Arabia (Poetry Barn)

November 2016 – November 2017

- Responded to customer inquiries in person and by phone.
- Followed up with satisfied clients to offer additional services and boost loyalty.
- Supported store operations through effective teamwork and product knowledge.

Education

STEP Certificate

King Abdulaziz University – Jeddah, Saudi Arabia

October 2020

- STEP Score: 83

Advanced English Course

Good Hope Studies – Cape Town, South Africa

August 2016

High School Certificate

Taawoun High School – Jeddah, Saudi Arabia

August 2013

Skills

- Proficient in Microsoft Office Suite
- Cash handling and stock management
- Sales negotiation and visual merchandising
- Knowledge of SAP SuccessFactors (HR and Inventory)
- POS systems (DREAMSOFT)
- Patient care and administrative medical services

Languages

- English: C1 – Advanced
- Arabic: Native