



ABDULLAH TUQAN

E-COMMERCE MANAGER

Profile Summary

Results-driven professional with extensive experience in e-commerce, account management, sales, and marketing. Skilled in developing and executing strategic plans to drive business growth, enhance customer relationships, and increase revenue. Proven ability to lead teams, manage client accounts, and deliver tailored solutions in dynamic and competitive environments. Expertise in online sales strategies, digital marketing, and building strong client relationships to meet business objectives. Strong communication, negotiation, and problem-solving skills with a focus on achieving targets and driving long-term success.

Work Experience



Mawqe3i Agency - UAE, Dubai E-Commerce Manager

Feb 2023 - Present

- Lead and manage end-to-end e-commerce projects, including web and mobile app development, tailored to diverse client needs across the USA, UAE & KSA Market.
- Translate client business goals into scalable digital solutions by defining e-commerce strategies.
- Ensure optimized performance, SEO readiness, and responsive design implementation across platforms.
- Manage client communications, provide ongoing project updates, and maintain high levels of client satisfaction and retention.
- Analyze e-commerce KPIs such as traffic, conversion rate, and cart abandonment to recommend UX and feature enhancements.
- Collaborate with cross-functional teams including UI/UX designers, developers, QA testers, and marketing specialists to deliver high-quality digital products.



Mawdoo3, MekanE - UAE, Dubai Sr. Account Manager

Oct 2021 - Jan 2023

- Managed 150 Accounts with different Industries.
- Build and maintain strong, long-term relationships with key clients to ensure satisfaction, retention, and growth.
- Manage client budgets effectively, ensuring that projects stay within financial guidelines while delivering maximum value.
- Act as the main point of contact for clients, handling any concerns or issues that arise and ensuring timely and efficient resolution.
- Work closely with clients to understand their business objectives and develop tailored website and solution strategies to meet their goals.
- Managed 100 Accounts with different sectors.
- Educate clients on newly offered services or features, providing them with the knowledge and resources needed to fully integrate and benefit from upgraded digital solutions.

Contact Info

+966 55 308 0431

attuqan@gmail.com

Saudi Arabia - Riyadh, Al Olaya

Jordanian

Education

Bachelor of E-Business & E-Commerce

University Of Petra -
Hashemite Kingdom Of Jordan
2013 - 2017

Certificates

- Cyber Security - GIAC Security Essentials - Edoxy - UK
- Digital Marketing - Google

Language

- Arabic: Mother Tongue.
- English: Fluent.

Skills

- Sales.
- Digital Marketing.
- Social Media Management.
- Content Creator.
- Brand Management.
- E-Commerce Expertise.
- E-commerce Platforms: such as Shopify, WP, WooCommerce.
- Compliance Knowledge.
- Project Management.
- Team Leadership.
- Creative Thinking.
- Budget Management
- Market Research



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Work Experience



Amazon Experience 2018-2021

Amazon

Compliance Officer / Restricted Products.

- Ensured compliance with global regulatory requirements and Amazon policies related to restricted and high-risk products across multiple categories.
- Monitored seller activities to identify violations, unsafe listings, and non-compliant product offerings through proactive audits and automated detection tools.
- Investigated restricted product listings, assessed risk levels, and enforced appropriate corrective actions including removal, suspension, or escalation.
- Collaborated with legal, product safety, and operations teams to interpret and apply evolving regulations (e.g., FDA, EPA, FCC, UAE/GCC standards).
- Provided compliance guidance to internal teams and third-party sellers regarding listing standards, documentation requirements, and safety certifications.
- Played a key role in maintaining trust and safety on the platform by ensuring only legally compliant products remained available for purchase.

Integration Team – Amazon Acquisition of Souq.com

- Translated Amazon UAE Application English To Arabic. (WORD TO WORD).
- Products, Categories Migration, Between SOUQ & Amazon.

Catalogue & Content Officer

- Maintained and enhanced the accuracy, completeness, and quality of product listings on the Amazon marketplace, supporting regional teams across MENA.
- Conducted audits to identify catalog gaps, suppressed listings, image errors, or attribute mismatches and implemented corrective actions to improve discoverability and conversion.
- Contributed to process improvements and automation initiatives that enhanced catalog efficiency, accuracy, and scalability across Amazon's MENA operations.
- Supported new brand and product launches by coordinating content creation, localization, and go-live processes across multiple categories.

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