

Moqdad Mostafa Muslim

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PROFESSIONAL OBJECTIVE

Motivated professional with extensive experience in e-commerce store management, customer service, and marketing. Skilled in enhancing customer satisfaction, increasing sales, and leveraging smart digital tools to optimize product performance. Seeking to contribute expertise in business development and team management to support organizational growth and achieve strategic goals.

TRAINING COURSES

- Advanced Microsoft Excel
- Professional Team Management
- Customer Service Excellence
- E-Commerce Store Management & Digital Marketing Strategies

EXPERIENCE

E-Commerce & Customer Service Specialist (2018 – Present)

- Managed and operated online stores with over 5 years of experience.
- Provided professional customer service and contributed to raising customer satisfaction levels.
- Supported content creation and digital marketing campaigns to boost engagement.
- Successfully increased product sales through market study and demand analysis.
- Applied advanced tools and smart techniques to optimize store performance.
- Worked under pressure with multitasking capabilities, ensuring smooth operations.

SKILLS

Technical Skills

- E-commerce Store Management
- Customer Service & Satisfaction Enhancement
- Digital Marketing & Sales Growth
- Market Research & Product Analysis
- Smart Tools Utilization for Business Optimization

Soft Skills

- Team Management
- Content Creation Contribution
- Problem Solving
- Working Under Pressure & Multitasking
- Effective Communication