

ABDULAZIZ MOHAMMAD ALMOTEB

CUSTOMER SERVICE & SALES PROFESSIONAL

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Nationality: Saudi

PROFESSIONAL SUMMARY

Customer service and sales professional with extensive experience in airport and retail environments. Proven ability to enhance customer satisfaction, drive sales, and handle high-pressure situations. Skilled in customer engagement, problem-solving, and delivering service excellence in fast-paced settings.

PROFESSIONAL EXPERIENCE

Sales Consultant , JAH Duty Free - King Abdulaziz International Airport **Sept 2025 to Present**
Jeddah

- Delivered high-quality customer service in a fast-paced duty-free retail environment.
- Processed sales and payments accurately using POS systems, including cash and card transactions.
- Participated in the 2025 annual inventory count, ensuring stock accuracy and compliance with company standards.

Customer Service Agent (Ask Me Project), TasHeel **Mar 2022 to Mar 2024**
Modern Support Services – King Abdulaziz International Airport
Jeddah

- Provided frontline customer service and passenger support at the Ask Me Desk in King Abdulaziz International Airport.
- Assisted domestic and international travelers with flight information, boarding procedures, baggage claim, customs, and airport services.
- Handled urgent inquiries and escalated complex cases to management to ensure fast and effective resolution.

Sales Associate - Household Department, Danube Supermarket **Oct 2018 to Feb 2020**
Jeddah

- Coordinated with marketing and customer support teams to improve customer satisfaction.
- Attended product training sessions and applied new sales techniques.
- Boosted sales by advising customers and promoting additional items.

International Brand Sales Associate, Alyasra Fashion (On Time Brand) **Apr 2018 to Aug 2018**
Jeddah

- Provided personalized sales service for high-end watch brands, focusing on customer experience and long-term client relationships.
- Advised customers on product features and pricing to support sales and increase customer satisfaction.
- Performed weekly inventory counts and supported sales tracking to ensure stock accuracy and availability.

**Sales Associate - Mobile Department, Landmark Arabia
(Emax Brand)**

Feb 2016 to Jan 2017

Jeddah

- Assisted customers with mobile product selection and provided clear product demonstrations.
- Performed weekly and daily inventory counts, ensuring accurate stock levels and timely updates.
- Maintained organized product displays and supported sales performance tracking.

**Sales Associate - Bakery Department, Alraya
Supermarket**

Jul 2014 to Sept 2015

Jeddah

- Provided customer service in the Bakery Department, ensuring product freshness and proper daily displays.
- Performed daily and weekly inventory checks to maintain accurate stock levels and reduce waste.
- Promoted bakery products, supported customer orders, and assisted in training new staff members.

EDUCATION

King Abdulaziz University

Jul 2015 to Sept 2019

Bachelor's Degree in Administrative sciences

SKILLS

Customer Service
Leadership

Communication
Strategic Thinking

Problem Solving

Decision Making

LANGUAGES

English - Professional Working Proficiency

LICENSES & CERTIFICATIONS

**Innovative Sales Practices , 10-hour training organized
by the Ministry of Tourism and Umm Al-Qura University,
delivered by Les Roches Global Hospitality.**

Feb 2025 to Feb 2025

**Customer service, TasHeel Guest Services – Feb 2023
3-day course in collaboration with King Abdulaziz
International Airport.**

Feb 2023 to Feb 2023

**English Language Course, Canadian Institute for Training
& Development - Completed foundational English
language training.**

Feb 2011 to Apr 2011