

AHMED SHARBAH

CONTACT

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Nationality: Yemen

PROFESSIONAL SUMMARY

STRATEGIC RETAIL COORDINATOR
EXPERIENCED IN MARKETING AND MANAGEMENT WITH A PROVEN
ABILITY TO ACHIEVE BOTH SHORT-TERM AND LONG-TERM OBJECTIVES.
SKILLED IN CULTIVATING, FOSTERING, AND LEVERAGING STRONG
CUSTOMER RELATIONSHIPS TO DRIVE BUSINESS SUCCESS.

SKILLS

- Software Expertise
(Microsoft Office, Canva)
- POS Expertise system
(Microsoft Dynamics 365, S2K)
- Data entry & Documentation
(Excel, Word, Google sheets)
- Ability to manage tasks, distribute
them By using Task Management
Tools (Notion, Trello)
- Ability to use Communication
Tools
as (Phone, Email, Zoom, Google
Meet, WhatsApp) to train
employees
or serve customers
- Able to leverage persuasive
communication techniques to
negotiate with key stakeholders and
drive positive outcomes for
organizations
- Able to mediate complex disputes,
utilizing diplomacy to find common
ground + preserve key relationships
for successful project outcomes.
- Skilled in optimizing work flow
efficiency, prioritizing tasks, and
meeting deadlines without
compromising quality

LANGUAGES

Arabic - Native

English - Below intermediate

EDUCATION

Government high school

WORK HISTORY

In Saudi icon co. 01/10/2024 to 27/06/2025

Supervisor site

A site supervisor with strong experience in managing and organizing construction sites. Skilled in field supervision, work quality assurance, ability to effectively coordinate different teams, monitor project schedules, and enforce safety standards Committed to delivering high-quality results within specified deadlines and budgets, while maintaining a safe and well-organized work environment.

In United Naghi Co.Ltd, 01/01/2011 to 16/09/2024

Show Room Manager at LG Retail Store - Riyadh

- Oversaw facility operations to achieve short-term and long-term success
- Ordered stock and supplies to maintain show room inventory.
- Planned, organized and monitored resources to ensure efficient use of labour, equipment and materials .
- Strategically handled staff schedules and rotating for effective workload planning and management.
- Participating as part of the supervisory team, managing the construction and renovation of multiple branch projects in Riyadh.
- Guided and coached staff to achieve individual growth and sales production target by learning them Different Selling strategies and how to deal with different type of customer
- Organize work flow and monitor employee productivity and provide constructive feedback.
- Monitored daily and weekly key performance indicators to maintain on -track status.

In Al Subaie Furniture Group, 01/2003 to 10/2010

Show Room Supervisor at City furniture Retail Stores - Riyadh

- Handled requests with friendly, knowledgeable service and support, continually achieving positive customer feedback
- Managed high-volume customer queries simultaneously through effective multitasking.
- De-escalated objections and disputes professionally to maintain customer satisfaction.
- Offered prompt solutions to maintain customer satisfaction
- Assisted manager in implementing and updating procedures to sustain quality standards.
- Provided information regarding warranties, promos and loyalty programs to enhance customer satisfaction
- Tracked orders and processed refunds for new and existing customers.
- POS systems expert