

Mohammad Noor Aldéen Alqudah, Sales Executive

Dammam, Saudi Arabia, +966 54 571 5156, moh.noor.alqudah@gmail.com,
<http://linkedin.com/in/mohammad-alqudah-b946b6374>

SUMMARY

Dynamic Sales Executive with over 11 years of progressive experience in management and operations within the retail and food service sectors. Proven track record of enhancing customer satisfaction and driving sales growth through strategic operational improvements and team leadership. Noteworthy achievements include optimising inventory processes and successfully implementing local marketing plans, resulting in increased market presence. Ready to leverage expertise in fostering relationships and exceeding sales targets to contribute significantly to the success of the prospective employer.

WORK EXPERIENCE

05/2024 – 07/2025	Operations Manager, Healthy Body Trading Company (clean protein)	Al Khobar, Saudi Arabia
	- Supervised daily operations to ensure seamless workflow throughout the kitchen, dining area, and delivery services. - Ensured adherence to food safety and service quality standards while prioritising customer satisfaction. - Managed staff recruitment, training, scheduling, evaluation, and motivation to enhance team performance. - Analysed sales and costs, strategically maximising returns whilst minimising waste. - Collaborated with suppliers to guarantee availability and quality of raw materials. - Professionally addressed and resolved customer complaints, enhancing overall service experience. - Guaranteed compliance with municipal health regulations and safety standards. - Compiled and prepared regular operational reports for senior management, facilitating informed decision-making. - Developed and initiated local marketing plans to attract customers and boost sales. - Optimised operational efficiency through the integration of POS systems and smart ordering technologies.	

01/2020 – 10/2023	Branch Manager, Creative Specialty Beverages Co. (Ratio Specialty Coffee)	Dammam, Saudi Arabia
	• Defined and implemented operational strategies to achieve company objectives. • Delegated tasks effectively according to team strengths, clarifying responsibilities and expectations. • Enhanced operational efficiency, service quality, and overall customer satisfaction. • Monitored product quality and established KPIs for both production and team performance. • Overseen procurement processes and maintained effective inventory control. • Generated comprehensive operational reports and analytics for executive review by the CEO. • Anticipated potential operational risks, implementing contingency plans to mitigate impact.	
07/2012 – 07/2019	Supermarket Manager, Astra Food Company	Tabuk, Saudi Arabia
	• Managed all daily supermarket operations, ensuring effective workflow and consistent sales growth. • Directed inventory management, procurement, and waste reduction initiatives. • Implemented and upheld visual merchandising standards to enhance customer experience. • Evaluated sales performance and financial outcomes regularly, driving strategic improvements. • Ensured high levels of customer satisfaction and adeptly handled complaints. • Supervised pricing strategies and promotional activities at POS to optimise sales opportunities. • Maintained rigorous health, safety, and hygiene standards across the supermarket. • Proactively prevented losses and theft through effective monitoring and inventory checks.	

EDUCATION

09/2007 – 05/2011	Higher Technological Institute Bachelor of Business Administration, Accounting	10th of Ramadan City, Egypt
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SKILLS	Data Analysis & Reporting	Inventory & Warehouse Management
	Time Management & Workflow Optimization	Supplier Management
	Staff Recruitment & Training	Marketing & Business Development
	Customer Service Excellence	Microsoft Office & POS Systems
	Leadership & Team Building	Pricing Knowledge
	Sales Target Achievement	Quality Assurance
	Coffee Knowledge	Reporting
	Driver's License	Product Knowledge
	Relationship Building	Communication
	Sales	Business Administration
	Foodservice Industry Experience	
LANGUAGES	Arabic (Excellent)	English (Very Good)