

Faisal Al-Harbi

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Faisal AlHarbi

Saudi Arabia

SUMMARY

Holder of a Diploma in E-Commerce and Logistics Support with experience in online retail operations, skilled in inventory management, order processing, and logistics coordination. Passionate about using technology to improve efficiency and customer satisfaction. Focused on building a career as an E-Commerce and Logistics Specialist. Committed to supporting business growth through effective solutions.

EXPERIENCE

Owner – Online Store (Salla Platform) | 23 October 2024 – 23 April 2025

- Adding and updating products in the Salla store with clear descriptions and competitive pricing
- Communicating with customers to answer inquiries, resolve issues, and enhance satisfaction
- Tracking and managing orders to ensure accurate processing and timely delivery
- Using Excel to monitor sales trends, analyze performance, and manage inventory level.

EDUCATION

Taibah University | Saudi Arabia

Diploma in E-Commerce & Logistics Support | 2022 – 2025

- Studied principles of e-commerce platforms and digital marketing strategies
- Learned methods for managing inventory and tracking online orders
- Analyzed logistics processes, supply chain coordination, and transportation management
- Practiced using software tools to support sales operations and customer service.

OTHER

● Certificates & Courses:

- CSCMP: Supply Chain Foundations Transportation Professional Certificate|LinkedinLearning|Aug2025
- Power BI: Dashboards for Beginners | LinkedIn Learning | 4 April 2025.
- Excel Supply Chain Analysis: Solving Transportation Problems | LinkedIn Learning | 2 April 2025.
- Introduction into Project Management Professional (PMP) | Doroob | 28 June 2024.
- Customer Service and Branding | Doroob | 28 June 2024.
- International Logistics.
- Marketing Plan Fundamentals.

● Projects:

- Graduation Project – E-Commerce Platform for Sports Equipment Rental**
- Taibah University | August 2024 – January 2025**

● Key Responsibilities:

- Designed and structured a complete online store covering rental operations, sales, customer management.
- Developed inventory tracking, supply chain workflows, and financial sheets using Excel
- Conducted market analysis to define target audiences, pricing strategies, and competitive positioning
- Applied CRM techniques to boost customer engagement and retention
- Created professional presentations and visual materials using PowerPoint and Canva.

● Project Highlights:

- Integrated all core business functions: marketing, operations, and finance.
- Achieved a final project grade of 92%.

● Hard Skills:

- E-commerce Management.
- Inventory Control.
- Order Fulfillment
- Logistics Coordination.
- Digital Marketing Basics
- Reporting & Documentation.
- Microsoft Office Suite.

● Soft Skills:

- Teamwork & Collaboration.
- Adaptability.
- Emotional intelligence.
- Problem-Solving.
- Leadership & initiative.
- Communication.

● Languages: Arabic, English.