



Nadeem Msheik

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Objective

Dynamic and results-oriented professional with a strong background in sales and inventory management. Skilled in fostering customer relationships and delivering exceptional service. Thrive in fast-paced environments requiring effective communication and problem-solving abilities. Experience in the retail sector, combined with a solid educational foundation in business management, provides a strategic approach to driving sales and enhancing customer satisfaction.

Skills

- Noria System
- Cash Handling
- Team Training
- Microsoft Office
- Time Management
- Stock Replenishment
- Health and Safety Compliance
- Sales and Customer Service
- Product Knowledge Training

Internships

- **Hamdan Electronics**

Assistant Customer Service

- Provided exceptional customer service by assisting customers with product selection and addressing inquiries to ensure satisfaction.
- Resolved customer complaints and technical issues promptly, ensuring a positive experience and fostering customer loyalty.
- Maintained up-to-date knowledge of products, promotions, and policies to provide accurate information and tailored recommendations.
- Utilized inventory management skills to ensure product availability and assist in stock replenishment, enhancing the shopping experience.
- Handled daily customer interactions via phone, email, and in-person to resolve queries efficiently and increase customer satisfaction.
- Managed customer return and exchange processes according to company policies, ensuring customer satisfaction and minimizing losses.

Experience

- **Life Mobile Cell**

Sales Associate

Sep 2021 - Dec 2024

- Assisted customers with selecting phones, plans, and accessories.
- Activated and set up new phones for customers.
- Troubleshoot technical issues with phones and devices.
- Processed sales transactions and handled customer payments.
- Maintained knowledge of new phones, plans, and promotions to provide excellent customer service.
- Trained new sales associates on product knowledge and sales techniques to enhance team performance.
- Managed store inventory and restocked shelves.

Achievements & Awards

- Successfully ensured compliance with health and safety regulations, resulting in zero incidents during tenure and positive audits.
- Organized comprehensive training workshops for staff on health and safety compliance, ensuring adherence to regulations and fostering a safer work environment that had no incidents for the duration of employment.
- Increased customer engagement and satisfaction by implementing tailored service strategies, leading to positive feedback and repeat business.
- Streamlined customer onboarding by providing thorough technical support, leading to a noticeable increase in customer satisfaction and reduced return rates.
- Trained new sales associates on mobile product knowledge and sales techniques, improving team performance and efficiency.

Education

- **Arab Open University**
Business Management

Feb 2019 - Aug 2022

Languages

- Arabic: Fluent
- English: Fluent