

KHALED MALLA

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PROFESSIONAL SUMMARY

Dedicated and ambitious professional with over five years of progressive experience in retail operations, inventory management, warehouse logistics, customer service, and team leadership. Demonstrated ability to advance through multiple roles based on performance, reliability, and leadership skills. Experienced in department management, stock control, merchandising, warehouse operations, and business administration. Currently completing a Bachelor's degree in Computer Science, combining strong operational experience with technical and analytical expertise.

PROFESSIONAL EXPERIENCE

Diwan Hypermarket | Retail Operations & Department Management (2021 – Mid 2024)

- Started as a Cashier and progressed through Merchandiser and Storekeeper roles before promotion to Food Department Manager.
- Managed inventory levels, merchandising standards, stock organization, product ordering, and customer satisfaction.
- Coordinated department operations and supported sales performance objectives.

Independent Mobile Phone Shop | Sales & Operations Associate (Mid 2024 – Late 2024)

- Managed all day-to-day business operations independently.
- Handled purchasing, inventory management, sales, customer service, and supplier coordination.
- Assisted customers with product selection and technical inquiries.

NokNok | Warehouse Operations & Inventory Control (March 2025 – June 2026)

- Started as an Order Picker and earned multiple promotions based on performance.
- Served as Merchandiser and Expiry Control Assistant before promotion to Assistant Warehouse Controller (AWC).
- Supported inventory control, stock accuracy, warehouse operations, reporting, and workflow coordination.

EDUCATION

Global University – Bachelor of Science in Computer Science (2022 – Present, Expected Graduation 2026)

Lebanese International University (LIU) – Electrical Engineering Studies (2020 – 2022)

Bir Hassan Institute – Electrical Engineering Diploma (2017 – 2020)

AICP Schools – Brevet Certificate (Graduated 2017)

TECHNICAL SKILLS

Advanced Microsoft Excel, Microsoft Word, Microsoft PowerPoint, Microsoft Outlook, Data Entry & Reporting, Inventory Management Systems, Warehouse Operations, Java, Python, Computer Troubleshooting, Networking Fundamentals.

CORE COMPETENCIES

Leadership, Inventory Management, Warehouse Operations, Stock Control, Merchandising, Retail Management, Customer Service, Sales Operations, Problem Solving, Communication, Time

Management, Process Improvement.

CERTIFICATIONS

Cisco Networking Basics

LANGUAGES

Arabic (Fluent) | English (Fluent)

REFERENCES

Available upon request.