

EDUCATION

Years 2007 - 2012 **bachelor of archeology**
Amman - Jordan University of Jordan

Languages: **English :** beginner
 Arabic : Fluent

Software : Word, Excel, POS.

WORK EXPERIENCE

Jun 2002 –Apr 2010 **SHAHEEN building material retail,**
Madaba, Jordan **Salesman**

- Marketed promotions, events and new product lunches effectively, growing customer bases and revenue opportunities.
- Managed customer product and service queries. Resolving effectively and efficiently.
- Stayed up-to-date on new product lines and characteristics to answer inbound queries.
- Applied various sales techniques to steadily expand customer bases
- Used outstanding product knowledge. Sales and customer relations sales to drive substantial profit increases.

Oct. 2010 – current **AL-JAMAL Paints Center**
Madaba, Jordan **Founder**

- Professionally handled difficult customer complaints and objections to maintain first-class customer service standards.
- Led performance reviews and tailored employee feedback to facilitate professional development.
- Provided leadership and direction for employees, supervising activities to drive productivity and efficiency.
- Resolved employee relations issues and navigated disciplinary proceedings.
- Carried out painting and decorating work on large Properties to exceptional standards.
- Responded quickly to maintenance and repair requests for enhances customer service.
- Executed domestic and commercial painting and decorating accurately one efficiently.
- Built rapport with clients to encourage referrals.
- Minimized accidents and incidents by maintaining health and safety procedures.
- Completed thorough snagging and finishing.
- Calculated necessary amount of paint or wallpaper to complete projects.
- Measured and carefully applied materials to minimize wastage.
- Finished surfaces using staining, varnishing. Or marbling technique.
- Refreshed walls, doors and trims with strict attention to detail.
- Stripped old wallpaper and old paint.

- Levelled surfaces by filling holes and cracks.
- Cleaned up floors, pointing tools and supplies to remove excess and spilt paint.
- Inspected products for damages and expiry dates before processing refunds.
- Boosted product sales by offering selection guidance to customers.
- Accepted card, cash and cheque payment in POS register system.
- Totaled bills using math skills and maintained accurate till count.

SKILLS

- Employee coaching and mentorship
- Process improvement
- Cost-effective budget control
- Client support
- Team supervision
- Employees performance reviews
- Ordering procedures
- Sales transaction management
- Stocking and replenishing
- POS system expertise
- Customer relations
- Client retention
- Contractor management
- Painting Techniques
- Colour scheming
- Colour theory
- Scaffolding assembly
- Walls restoration
- Marbling
- Decorating techniques

PROFESSIONAL SUMMARY

- Organized Team Leader with 13 years of experience. Builds positive rapport, inspires trust and guides teams to achieve organizational goals. Strong facilitator, trainer and mentor.

Dedicated Team Leader promoting quality assurance, issue resolution and interpersonal communication skills. Bilingual and proficient at troubleshooting and supervising talented teams. Seeking similar position in retail management.