

Rijal Mbarak

RIJAL MBARAK

Mombasa, Kenya | +254 784 895 269 | rijalmbarakahmed90@gmail.com

Willing to relocate to Doha, Qatar immediately. Fully prepared to cover all relocation and flight expenses personally.

PROFESSIONAL SUMMARY

Customer-focused Retail and Hospitality Professional with experience in retail sales, customer service, and hospitality environments. Skilled in customer engagement, upselling and cross-selling, inventory management, merchandising, and POS transactions. Proven ability to maintain organized shop floors and contribute to sales targets in fast-paced retail environments.

RETAIL COMPETENCIES

- Customer Engagement & Sales | Inventory Management | Stock Replenishment
- Merchandising & Product Display | POS Systems & Cash Handling
- Upselling & Cross-selling | Shop Floor Operations | Sales Targets Support
- Team Collaboration | Customer Satisfaction | Store Presentation

PROFESSIONAL EXPERIENCE

Sales Assistant | Naivas Supermarket, Kenya | Jan 2022 - Apr 2024

- Assisted customers on the shop floor and provided product recommendations.
- Applied upselling and cross-selling techniques to support sales performance.
- Processed POS transactions and handled cash register operations accurately.
- Supported stock receiving, shipment handling and inventory replenishment.
- Maintained organized shelves and merchandising standards.
- Assisted with stock counts and inventory control.

Customer Service Representative | Baobab Beach Resort, Kenya | Jun 2020 - Sep 2021

- Delivered personalized guest service and resolved inquiries efficiently.
- Promoted resort services and amenities to enhance guest experience.

- Coordinated with departments to ensure smooth operations.

EDUCATION

Diploma in Business Management and Administration - Mombasa Aviation Training Institute

Kenya Certificate of Secondary Education - Serani Secondary School

REFERENCES

Ismail Murad Salim - Site Supervisor, Naivas Supermarket Kenya | Email: ismailmuradsalim90@gmail.com | Phone: +254726566496

Salim Salim - Customer Service Manager, Baobab Beach Resort | Email: Salimmuradsalim@gmail.com | Phone: +254722418383