MOHAMMAD ARABASI

Medina, Saudi Arabia | +966 50 680 0762 | mohammedarabasiba@gmail.com

PROFESSIONAL SUMMARY

Dedicated Business Administration graduate with 3+ years of experience in customer service, retail sales, and administrative support across fast-paced retail environments. Skilled at building lasting customer relationships, resolving inquiries and concerns with empathy and efficiency, and driving sales through strong product knowledge. Fluent in Arabic and English, with excellent communication, organizational, and technical skills, including data entry and Microsoft Office proficiency. Seeking a remote Customer Service Representative role to deliver efficient, customer-focused support through digital communication channels.

PROFESSIONAL EXPERIENCE

Sales Associate & Customer Support Representative *2020 – 2022*

Furniture & Electronics Store, Jordan

- Delivered exceptional, personalized customer service to shoppers browsing furniture, home appliances, electronics, and mobile devices
- Built strong, lasting customer relationships by identifying individual needs and recommending appropriate products and solutions
- Managed customer inquiries, concerns, and after-sales support with professionalism, empathy, and efficiency, resolving issues to ensure customer satisfaction
- Processed sales transactions accurately and efficiently while upholding a high standard of customer care
- Developed extensive product knowledge across multiple categories, enabling confident, informed recommendations
- Assisted with inventory organization, merchandising, and daily store operations to support a smooth-running sales floor

Sales Associate | Customer Support | Data Entry *2022 – 2023*

Target Mobile Store, Jordan

- Assisted customers with mobile phones, accessories, and related products, providing knowledgeable, tailored recommendations
- Delivered prompt, professional customer support by resolving inquiries quickly and ensuring a positive overall experience
- Maintained accurate, up-to-date customer records through efficient data entry and documentation practices
- Processed sales transactions accurately while actively contributing to store sales objectives
- Collaborated closely with colleagues to maintain efficient store operations and consistently high-quality customer service

EDUCATION

Bachelor of Business Administration — Saudi Electronic University *2022*

SKILLS

Customer Service, Sales & Product Recommendations, Administrative Support, Data Entry, Microsoft Excel, Microsoft Word, Email Support, Point-of-Sale (POS) Systems, Problem Solving, Time Management, Organizational Skills, Team Collaboration, Social Media, Remote Work Proficiency

LANGUAGES

Arabic (Native) | English (Fluent)