

# Abdurrahman Mostafa

Retail Supervisor | Customer Service | Sales

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## PROFESSIONAL SUMMARY

Retail supervisor and sales professional with over four years of experience in store operations, cashier management, and customer service in Jubail, Saudi Arabia. Skilled in POS systems, team supervision, staff scheduling, and daily sales and cash reporting. Calm and accurate under pressure, with a record of resolving customer issues, improving service quality, and earning a promotion from cashier to cashier supervisor within the same year. Multilingual across five languages with fast bilingual typing at 60 words per minute.

## CORE SKILLS

Retail Supervision & Team Leadership · Cashier Operations & POS Systems · Customer Service & Complaint Resolution · Staff Scheduling & Shift Management · Daily Sales & Cash Reporting · Inventory Control & Product Merchandising · Facility Management · Microsoft Office (Word, Excel, PowerPoint) · Fast Typing: 60 WPM (Arabic & English) · Multilingual Communication & Translation · Marketing & Digital Marketing · Graphic Design & Voice-over

## WORK EXPERIENCE

### Cashier Supervisor & Customer Service Representative

*Salat Al Rawaiea Est., Jubail, Saudi Arabia | August 2025 - Present*

- Supervise the cashier team and ensure accuracy across daily sales and cash reports.
- Build and manage staff schedules while maintaining shift discipline and service standards.
- Handle customer feedback and lead improvements in service quality.

### Cashier

*Salat Al Rawaiea Est., Jubail, Saudi Arabia | January 2025 - July 2025*

- Operated POS systems and processed daily transactions with accuracy.
- Delivered strong customer service and resolved inquiries on the spot.
- Promoted to Cashier Supervisor within the same year.

### Salesman & Facility Manager

*Ibrahim Khalifa Trading Est., Jubail, Saudi Arabia | March 2021 - April 2024*

- Managed store operations and daily sales activities.
- Supervised staff and kept the workflow running smoothly.
- Maintained customer relations and organized product displays.

## EDUCATION

### High School Certificate

*Saudi Arabia*

## LANGUAGES

- Arabic: Native (speaking and writing)
- English: Fluent (speaking and writing)
- Bengali: Conversational (speaking)
- Hindi: Conversational (speaking)
- Urdu: Conversational (speaking)