MOHAMMAD AL NSOUR

Merchandise Coordinator

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PROFESSIONAL SUMMARY

Results-oriented professional with a strong background in customer service, sales, and retail operations. Proven ability to optimize product assortments, manage inventory, and deliver exceptional client experiences. Eager to leverage expertise in team mentorship, communication, and operational efficiency to contribute to the growth and success of a dynamic retail organization as a Merchandise Coordinator.

KEY CAREER HIGHLIGHTS

- Achieved a 95% customer satisfaction rating through proactive inquiry resolution and professional communication.
- Successfully mentored and trained 5+ new team members on operational workflows and service standards.
- Consistently met and exceeded monthly sales targets by 15% through effective product presentation and client relationship management.

WORK EXPERIENCE

Customer Service Representative • CSMENA Co. — Jun 2024 – Present

Amman, Jordan

- Manage high-volume customer inquiries and complaints, ensuring a 98% resolution rate within established service level agreements.
- Act as a team coach, providing onboarding and ongoing training to new staff members on communication techniques and company policies.
- Develop and maintain strong client relationships through empathetic, professional, and clear communication channels.
- Analyze customer feedback data to identify recurring issues and propose actionable improvements to management.

Sales Representative • 51TALK — Jan 2024 – May 2024

Amman, Jordan

- Executed targeted sales strategies to drive service adoption, consistently hitting 100% of individual performance KPIs.
- Identified potential client needs through active listening and tailored product demonstrations.
- Collaborated with the sales team to refine outreach scripts and improve conversion rates by 10%.
- Maintained accurate records of sales activities and client interactions in the CRM system.

Merchandise Coordinator • George Sami Khoury & Partner Co. — May 2021 – Nov 2023

Amman, Jordan

- Coordinated product assortments and tracked stock levels to ensure 100% availability of high-demand items.
- Monitored merchandising standards and created appealing displays to enhance the customer shopping experience.
- Supported sales strategies by analyzing inventory turnover and recommending replenishment schedules.
- Collaborated with store management to implement visual merchandising guidelines that increased foot traffic engagement.

Beginner Chef • Amman Cham Palace — Feb 2020 – Feb 2021

Amman, Jordan

- Managed daily kitchen operations, including stock control and workstation maintenance to ensure a smooth workflow.
- Collaborated with the kitchen team to maintain high hygiene and safety standards in compliance with health regulations.
- Supported inventory management by tracking ingredient usage and reporting shortages to the head chef.

Sales • SAKHRET AL QODS Jan 2018 – Feb 2020

Amman, Jordan

- Identified customer needs and presented products effectively to drive sales and build long-term relationships.
- Utilized negotiation and persuasion skills to close deals and achieve individual sales targets.
- Maintained a clean and organized sales floor to ensure a positive customer experience.

CORE SKILLS & EXPERTISE

Core Technical Competencies: Service Promotion • Territory Management • Data Analysis • Brand Development • Report Writing

Tools, Software & Systems: CRM Systems • Inventory Management Software • Microsoft Office Suite • POS Systems

Quality & Industry Standards: Merchandising Standards • Customer Relations • Sales Training • Compliance Protocols

Leadership & Management: Team Mentorship • Problem Solving • Adaptability to Change • Time Management

EDUCATION

Strategic Personal Planning, Life Skills & Time Management • Luminus Technical University 2020

Amman, Jordan

Accredited & Verified

LANGUAGES

Arabic (Native) • **English** (Professional Working Proficiency)