

MOHAMAD MAJED ALKABANI

Residence: Al Riyadh, KSA

Cell: +966 59 666 2141 - Email: m@malkabani.com

<https://malkabani.com> / <https://www.linkedin.com/in/mohamad-al-kabani>

Saudi driving license & transferable residence permit.

OBJECTIVE

To work in challenging environment, where I can improve my teamwork skills, creativity and passionate in technology. I would work in organization provide me with the opportunity to innovate.

PROFESSIONAL EXPERIENCE

Tech Address (mokab.com). Saudi Arabia.

Oct 2017 - present

E-Commerce Operations Supervisor

- Work continuously with the Customer Support team to go beyond Customer Satisfaction and deliver genuine Customer Happiness.
- Working closely with the marketing & designers team to update Front-end content, updating products page information like (SEO, Related product, Upsells, Cross-sells).
- Manage all online activity in relation to traffic acquisition, sales conversion and reporting.
- Monitoring the website to identify issues which may prevent customers from buying online and working to identify changes and improvements necessary.
- Develop and implement E-Commerce strategy in order to improve website performance.
- Facilitate systems and infrastructure selection, development, optimization, and operation to ensure smooth and scalable Ecommerce operations.
- Responsible for emergency planning in relation to shop website downtime, Christmas & New Year periods and other external factors which impact on customers' ability to redeem products and therefore increase Customer Service volumes.

SandoqStore.com. Saudi Arabia.
Founder

June 2016 - August 2018

- Build, develop and motivate a strong team.
- Create goals and guidelines for the team to insure consistent.
- Analyse site and social statistics to fix potential issues and plan for growth & improvements.
- Plan and oversee the development our website.

iMachines (Apple Premium Reseller). Saudi Arabia. December 2015 - August 2016
Sales Executive

- Building Community of loyal Apple customer.
- Delivering optimal customer service through professionalism and product knowledge.
- Operates as a brand ambassador of the Apple, to maintain apple experience according to Apple standards.
- Consulted with customer to define, and clarify technology needs. resulting in the recommendation of Apple product aligned with the unique needs of each individual.
- Prepare monthly report for the month order, activity and sales.

Asus. Saudi Arabia.
Technology Adviser

August 2015 - November 2015

- Technology Adviser for Asus product, presenting and explaining latest Asus technology.
- closing deals with customer, looking for new customer.
- Writing Report about the market situation and achieving a monthly target.

Penti A.S. Saudi Arabia.
Data Entry

July 2014 - January 2015

- Data entry modification by the dynamic program of Microsoft.

ACADEMIC BACKGROUND

Bachelor of Business Networking and System Management
Philadelphia university, Jordan, 2014

CERTIFICATIONS

 **Certified as Apple Product Professional (APP)**

Apple Inc.

January 2016 — January 2017

 **The Fundamentals of Digital Marketing**

Google.

September 2017 — No Expiration Date

Certificate ID: JUF N66 4BH

COURSES

iMachines (Apple Premium Reseller)

 Apple watch workshop.

 Apple Ecosystem Workshop.

Philadelphia University

Cisco Certified Network Associate.

Effective Presentation Skills.

Time Management and Goal Setting.

TECHNICAL SKILLS

- **Proficient in:**

1. E-commerce Platform (Magento 1, 2).
2. E-commerce Platform (OpenCart 3).
3. Search Engine Optimization (SEO).

- **Tools & Technologies:**

1. Google Adwords.
 2. Google AdSense.
 3. Google Tag Manager.
 4. Operating System: Mac/PC.
 5. iWork / Photoshop.
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LANGUAGES

English / Arabic