



Abdulrahman Yahya Al-Faifi

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SUMMARY:

Experienced and management professional with a strong background in supervision, team leadership, branch operations, and training and development. Skilled in overseeing daily business functions, optimizing performance, and ensuring compliance with organizational standards. Proven ability to lead diverse teams, conduct performance evaluations, and implement strategic plans. Committed to operational excellence, employee growth, and delivering exceptional customer experiences.

EDUCATION:

Bachelor's Degree in Sharia from Islamic University | 2023

EXPERIENCES:

Abdullah Al-Othaim Markets | Aug 2020 – Present

- **Branch Manager**

- Lead branch operations to ensure optimal performance, cost-efficiency, & adherence to company standards.
- Supervise, mentor, and evaluate team performance to enhance productivity and ensure customer service.
- Analyze sales data, develop strategic action plans, and execute promotional activities.

- **Branch Supervisor**

- Supervise day-to-day branch activities to ensure seamless operations and high service standards.
- Lead and inspire team members to meet sales goals and deliver exceptional customer experiences.
- Enforce company guidelines and compliance protocols to maintain operational excellence.

- **Area Supervisor**

- Manage and support multiple branches, ensuring uniform execution of policies and service standards.
- Conduct performance evaluations across branches, address operational gaps, & drive continuous improvement.
- Guide and align branch teams with strategic objectives to enhance productivity and consistency.

BinDawood | Apr 2019 – Jun 2020

- **Supervisor**

- Direct store operations by supervising staff, monitoring inventory, & maintaining merchandising standards.
- Coach team members, deliver training sessions, & offer feedback for continuous performance development.
- Ensure the availability of stock and optimize product displays to enhance customer experience.

SKILLS:

Solid Skills:

- Proficient in using computers & Microsoft Office applications.
- Leadership & Branch Operations Management.
- Customer Relationship Management (CRM).
- Staff Training & Development.
- Strategic Planning & Performance Evaluation.
- Sales Analysis.
- Compliance & Quality Control.

Soft skills:

- Problem-Solving & Analytical Thinking.
- Time Management & Multitasking.
- Teamwork and Adaptability.
- Effective communication & coordination.
- Working under pressure & Decision-Making.
- Fast learning and self-development.

CERTIFICATES & COURSES:

- Administrative and Supervisory Skills Course | Othaim Academy for Training | Dec 2023 - Jun 2024
- Diploma in Leadership | EDU Academy | Feb 2024 - Mar 2024
- Diploma in Administrative Skills | EDU Academy | Feb 2024 - Mar 2024
- Diploma in Priority Management | EDU Academy | Feb 2024 - Mar 2024
- Diploma in Strategic Planning | EDU Academy | Feb 2024 - Mar 2024
- Diploma in Human Resources | EDU Academy | Feb 2024 - Mar 2024
- Diploma in Negotiation | EDU Academy | Feb 2024 - Mar 2024
- Diploma in Human Resources | EDU Academy | Feb 2024 - Mar 2024
- Risk Management Course | the Tourism Pioneers Program | Nov 2023
- E-Marketing Course | the Tourism Pioneers Program | Nov 2023

With more than 20 courses in sales, customer service, and personal development.

MEMBERSHIPS:

Member in the EDU Academy | membership number: 2732037

LANGUAGES:

- Arabic: Native. | English.