

Majed Ahmed Mofreh Al-Shahri

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Objective

Motivated and detail-oriented administrative professional with 9 years of experience in customer-facing roles and office support. Seeking a challenging position as an Administrative Assistant or Secretary to utilize my skills in office management, communication, and adaptability in a dynamic work environment. Strong ambition to grow into leadership roles and contribute effectively to organizational success.

Education

Diploma in Office Management

Technical College – Saudi Arabia, 2018

Gained expertise in file classification, administrative communication, appointment scheduling, correspondence preparation, and task follow-up.

Experiences

Dunkin Donuts – Sales Associate

Saudi Arabia | 2016 – 2023

Duration: 7 years

- Delivered high-level customer service and handled daily sales operations.
- Maintained cleanliness and organization in the workspace to meet company standards.
- Supported team goals by consistently achieving sales targets.
- Increased customer satisfaction through consistent service excellence and adaptability to customer needs.

Jarir Bookstore – Cashier

Saudi Arabia | 2014 – 2016

Duration: 1 year and 10 months

- Operated cash register systems and processed transactions accurately.
- Assisted customers with inquiries, product recommendations, and issue resolutions.
- Managed daily cash reconciliation and followed company procedures.
- Reduced checkout time by improving transaction efficiency and multitasking during high-traffic hours.

Certifications & Training

- Work Ethics – Technical and Vocational Training Corporation (TVTC)
- The Road to the Labor Market – TVTC

Core Skills

Professional Skills:

Office administration and clerical operations, customer service management, document handling and control, front-desk and reception support, appointment scheduling and calendar coordination, correspondence preparation, workplace adaptability, time-sensitive task execution, administrative communication, inventory tracking, and internal documentation procedures.

Technical Skills:

Microsoft Office Suite (Word, Excel, PowerPoint, Outlook), typing and data entry, file classification and digital archiving, basic ERP and POS system operation, email communication tools, administrative report preparation, and basic English proficiency in workplace settings.

Soft Skills:

Adaptability, teamwork, fast learning, ability to work under pressure, attention to detail, problem-solving, professional attitude, time management, interpersonal communication, and customer-focused mindset.

Languages:

Arabic (Native), English (Intermediate Proficiency)