



ADIL KHALID

PROFESSIONAL PROFILE

With over 5 years of experience in growth marketing, I specialize in customer retention, data analysis, and optimizing marketing strategies to drive business growth. My career highlights include leading a team to revamp the customer onboarding process, significantly improving retention rates, and implementing successful SEO and content marketing strategies that substantially increased organic search traffic and lead generation. Strongly focused and reliable Supervisor Retail with an exceptional record of employee team management and customer satisfaction. Adept at handling multiple simultaneous customer service issues with accuracy and professionalism. Skilled in helping to employee conflicts in a beneficial manner for all parties.

CONTACT

KUWAIT

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PERSONAL DETAILS

Gender: Male

Article: 18

EDUCATION

- Bachelor's of Business Administration, Marketing
- Higher School Certificate
- Market research
- Salesforce management
- Consumer behavior
- IELTS

CORE SKILLS

- Customer Service
- Product Knowledge
- Customer Service
- Sales Forecasting
- Market research
- Marketing automation software
- Customer relationship
- Problem solving
- Critical thinking
- Adaptability
- Point of Sale (POS) System

CAREER SUMMARY

Al Babbain Turnkey Solutions

KUWAIT

Retail Supervisor

Key Responsibility

- Coordinate and supervise shift operations to ensure they meet productivity targets and quality standards.
- Ensure compliance with company policies and procedures.
- Train, develop and motivate staff to improve performance and meet objectives.
- Manage and resolve any operational issues or conflicts that may arise during the assigned shift.
- Monitor inventory levels and order supplies when needed.
- Collaborate with other supervisors to ensure smooth handovers between shifts.
- Ensure a safe and clean work environment.

Al Babbain Turnkey Solutions

KUWAIT, 360 MALL

Store Manager

Key Responsibility

- Delivering excellent service to ensure high levels of customer satisfaction.
- Motivating the sales team to meet sales objectives by training and mentoring staff.
- Hiring, training, and overseeing new staff.

LANGUAGES

- English
- Arabic
- Urdu
- Hindi

- Operated computerized sales tracking systems and updated sales transactions.
- Responding to customer complaints and concerns in a professional manner.

AlYasra Feshion

KUWAIT

Marketing coordinator

Key Responsibility

- Designed and executed a comprehensive analytics suite that increased marketing campaign ROI by 60%.
- provided Implemented a new reporting structure for marketing campaigns that provided deeper insights into channel effectiveness.
- Closely worked with sales leaders to forecast quarterly sales targets, leading to a 90% accuracy rate.
- Enhanced customer segmentation techniques, resulting in a 30% increase in customer retention.

Vergin Mega store

KUWAIT

Marketing assistant

Key Responsibility

- Analyzed user interaction data from website and social media, providing actionable insights to enhance digital content reach.
- Assisted in developing segmented lists for targeted email campaigns, contributing to a 10% growth in campaign effectiveness.
- Used Excel to perform complex data analysis, including the creation of pivot tables to report findings to stakeholders.
- Developed and implemented a customer survey resulting in a 20% increase in customer satisfaction.