



Mahmood Al-Raisi

PROFESSIONAL SUMMARY

I am a responsible student aiming to gain experience to help further my knowledge and improve my skillset. My passion lies within the retail sector and I am eager to apply my creative thinking skills and sharpen them in order to surpass my role expectations. I have an appetite for learning the inner workings of the retail, and ultimately, the business world .

Work History

Internship

July 2022 - August/2022

Oman Arab Bank - Muscat, Oman

Completed tasks to compare competitor banks in various services such as loyalty offers, digital onboarding and online website

Engaged with customers directly in the sales department answering enquiries about deposits, loans and credit cards.

Aided in communication by translating Arabic text to English text.

Internship

Omanpost - Asyad Group – Muscat Oman

Feb 2024 - June 2024

Assisted customers at the Oman Post storefront with inquiries, postal services, and government-related applications (e.g., land requests, attestation certifications).

Facilitated international and domestic parcel dispatch using the ASYAD Express system, ensuring accurate and timely service.

Managed parcel and shipment handovers while enhancing the customer journey experience within the branch.

Supported digital automation adoption by introducing QR code generation for instructional content and ticketing systems that drastically reduced customer waiting times.

EDUCATION

Currently

Enrolled in UCD doing my master's degree in management consultancy

Expected date of completion: September 2025

Semester 1 GPA: 3.47

Completed

Bsc Business Administration: Retail and Services Management

June 2024

2:1 Honors

Technological University of Dublin - Dublin

CONTACT



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Omani

SKILLS

- Analytical and Critical Thinking
- Cultural Awareness
- Written Communication
- Teamwork and Collaboration
- Fluency in Arabic and English

- Awarded First Class Honor's

Certificate of Higher Education:

General Education Diploma June 2019

ABQIS - Muscat, Sultanate of Oman

- Graduated with an 88.1% Overall
- Received a full government scholarship to study abroad
- Headed the senior Student Council

GCSEs: Edexcel IGCSE June 2017

IGCSE Modules Earned:

Arabic

English First Language

Mathematics

Biology

ICT

Business Studies

IELTS Exam April 2019

IELTS - 7.5

MODULES LEARNED IN UNIVERSITY

- Accounting & Reporting for Business Entities
- Business Law
- Information Technology 1
- Marketing 1
- Principles of Management
- Professional Development 1
- Management of Services
- Market Research
- Micro-Economics
- Quantitative Methods 1
- Retail Management 1
- Enterprise Development
- E-Commerce in Retailing
- Quantitative Methods 2
- Retail Management 2
- Store Environment 1
- Human Resource Management
- Macro-Economics
- Management Accounting 2
- Professional Development 2
- Retail Marketing
- Store Environment