

MARWAN ABBAS

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PROFESSIONAL SUMMARY

Motivated and customer-focused sales professional with experience in automotive sales, retail, and customer service. Skilled in building customer relationships, conducting sales calls, product presentation, negotiation, data entry, and guiding customers through purchasing and credit processes. Quick to learn, adaptable, dependable, and committed to delivering a professional customer experience while contributing to team and sales goals.

PROFESSIONAL EXPERIENCE

Salesperson

Pohanka Automotive Group — Salisbury, MD | Dec 2025 – Jun 2026

- Guided customers through the vehicle purchase process and helped identify vehicles aligned with their needs and budget.
- Presented vehicle features, discussed financing options, and supported customers throughout the sales process.
- Built customer relationships through follow-up, communication, product presentation, and appointment scheduling.
- Worked with customers to provide a smooth, transparent, and professional buying experience.

Retail Sales Associate

Boscov's Department Store — Salisbury, MD | Dec 2024 – May 2025

- Provided personalized customer service and product recommendations in a fast-paced retail environment.
- Assisted customers with purchases and credit applications while explaining benefits and terms clearly.
- Handled customer questions, transactions, and day-to-day sales responsibilities while maintaining a welcoming environment.

Customer Service Representative

Dover Pools — Salisbury, MD | Apr 2024 – Aug 2024

- Assisted customers with pool and spa products, maintenance questions, and product recommendations.
- Tested water samples, explained treatment options, and helped troubleshoot customer concerns.
- Processed payments and returns, supported inventory tasks, answered phones, and scheduled services when needed.

Crew Member

Welburn Management / McDonald's — Salisbury, MD | Nov 2023 – Mar 2024

- Delivered efficient customer service while taking orders, processing payments, and preparing food to company standards.
- Maintained clean, organized work areas and followed food and workplace safety procedures.
- Worked collaboratively with team members in a high-volume environment.

EDUCATION

Aviation Science — University of Maryland Eastern Shore, Princess Anne, MD | Aug 2025 – Present

High School Diploma — Parkside High School, Salisbury, MD | Mar 2023 – May 2025

CORE SKILLS

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| • Automotive & Retail Sales | • Customer Relationship Building |
| • Sales Calls & Follow-Up | • Negotiation |
| • Customer Service | • Vehicle Product Presentation |
| • New & Used Vehicle Sales | • Luxury Vehicle Sales |
| • Phone Communication | • Appointment Scheduling |
| • Data Entry | • Cash Handling & POS |
| • Microsoft Office | • Social Media Outreach |
| • Content Creation | • Basic Graphic Design |
| • Time Management | • Public Speaking |
| • Computer Skills | • Teamwork |

CERTIFICATIONS & ADDITIONAL INFORMATION

Driver's License | Authorized to work in the U.S. for any employer | Bilingual / Multilingual