

# Abdullah Mohammed AL Sheikh

## Contact

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 Saudi Arabia

 [Abdullah Al Sheikh](#)

## Education History

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### Associated Degree in Business Information Technology, Marketing

King Abdul Aziz University | 2006

## Skills

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- Business Administration
- Inventory Management
- Sales Policies
- Marketing Strategy
- Business Development
- Business Analysis
- Process Improvement
- Salesforce
- Project Management
- Risk Management
- Performance Management
- Quality Assurance
- Sales Operation
- Public Relation Mangement
- Budgeting
- Program Planning
- Critical Thinking
- Business Research
- Team Management
- Leadership
- Strategic Planning
- Effective Communication
- Customer Service
- Problem-Solving
- Coaching
- Time Management

## Objective

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Field Sales Manager who is highly motivated and productive, with a track record of providing managerial leadership and guidance to direct reports as well as leads to develop sales campaigns and find potential clients, together with extensive experience in all facets of business development, process improvement, marketing, sales initiatives, management, and direct customer service. Ability to provide the required direction to other team members, as well as the capacity to establish strategic, long-term partnerships with all decision-making levels of stakeholders. Seeking a job where I can use my skills and experience to help the company succeed, contribute to the company's success, and increase revenue by capitalizing on my talents in client relationship building and sales management, I intend to continue my professional education and training in these areas.

## Work Experience

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### Field Sales Manager

(SME and Retail) BUPA Arabia | 2011 - 2022

- Establish sales objectives, conduct data analysis, and design training programs for an organization's sales agents.
- Oversee and direct the activities of regional and local sales managers and their teams.
- Plan the acquisition of new consumers or clients by direct sales approaches, cold calling, and business-to-business marketing visits.
- Counsel sales representatives on how to improve their sales success.
- Analyze sales data collected by their personnel to determine the sales potential and inventory needs of products and stores, as well as to track client preferences.
- Create consumer awareness and product brand preference through training, supported sales, and merchandising at the retail shop level.
- Develop strategies for market-level research to drive lead-generating activities.
- Initiate new ideas and test new strategies for allocated market expansion and program growth.
- Lead weekly department head meetings to manage all business operations.
- Build a lasting relationship that generates, facilitates, and promotes business and revenue expansion.
- Conduct a one-on-one assessment with the sales staff to improve communication, identify training and development needs, and gain insight into the sales team's development.
- Manage expenses to fulfill budget guidelines.

### Customer Service Supervisor

BUPA Arabia | 2008 - 2011

- Provide customer service representatives with correct financial services data (money orders, money transfers, bill payments, etc.).
- Provide precise information on your return policies, refunds, exchanges, and warranty repairs.
- Assist employees with performance evaluation and follow-up while explaining and supporting corporate policies and procedures.
- Verify that all training knowledge base articles are current and accurate, including department-specific service desk policies.
- Create, review, and revise the knowledge base articles and standard operating procedures to ensure their accuracy for the service desk and customers.
- Monitor and assess the growth of the agent at regular intervals and as directed by department team leaders.
- Perform audits at random to check that agents are following correct protocol and procedures.

## Projects

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- **Improve Seals Team Collaboration**
- **Project Lead Generation**

## Awards

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- **Top Manager Award** | 2021
- **Top Team** | 2020
- **Top Manager Award** | 2017
- **Excellence Award** | 2017
- **Best Team Award** | 2015

## Languages

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- **Arabic:** Native
  - **English:** Excellent
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## Administrator

Preauthorization Department, BUPA Arabia | 2007 -2008

- Plan, manage, and direct the facility's key administrative functions.
- Manage interactions between the Bupa medical staff and providers by revising the online request form.
- Organize and direct the facility's activities by applicable rules and accreditation criteria.
- Establish and implement departmental policies, objectives, goals, and processes, consulting as appropriate with board members, organization officials, and personnel.
- Coordinate efforts to achieve the program's objectives.

## Marketing and Sales Manger Assistant

NCCI Insurance Agency | 2005 - 2007

- Manage and direct the process of selling insurance products within the sales team to achieve new client acquisition goals as per the plan.
- Investigate new potential clients and leads at the target organization and analyzed predetermined reports.
- Direct sales staff to accomplish monthly, quarterly, and annual sales goals.
- Organize and direct the sales staff in resolving client complaints, questions, and problems, as well as giving answers.
- Offer a wide range of support to the company's sales, marketing, and executive departments.

## Courses

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- **English Language Course (Berlitz Proficiency Level 4)**
- **First Aids Course** | Saudi Red Crescent Society
- **Microsoft Office Course (Word – Excel)**
- **Medical Terms** | BUPA Arabia Training Centre
- **IFCE Certificate** | The Banking Institute
- **Selling Skills Course Workshop**
- **PSS (Professional Selling Skills)**
- **Insurance Principles and Practices**
- **Project Risk Management**
- **Sales Management**
- **Effective Business Writing**
- **Impactful Sales Presentation**
- **Communication and Influencing Workshop**
- **Breakthrough Managers Program**