

Abdulaziz AlMoalem

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Area Manager

Highly motivated, results-driven Area Manager with expertise in identifying new business opportunities while maximizing on existing relationships to increase revenue. Capable of developing and implementing marketing and sales plans. Adept at applying consultative sales technique to determine client needs. In-depth and hands-on experience in prospecting, lead generation, cold/warm calling, presentations, negotiations, and closing. A recognized leader with a history of building, training, and developing high-performing teams. Proven ability to make significant contributions in developing a new sales team and orient new sales representatives, with outstanding leadership abilities to promote team development. Exceptional problem-solving abilities used for rapid growth, planning development, and market analysis. Seeking to make a significant contribution towards increasing the profitability of a corporation by utilizing and honing my abilities in sales, customer service & marketing leading to an ever-increasing role.

Core Competencies

- Sales Management
- Talent Management
- Profitability Maximization
- Process Improvement
- Customer Service
- Productivity Increase
- Excellent Leadership Skills
- Proficiency in MS Office
- Strong Communication Skills

Professional Experience

Customer Experience (2021 – May 2022)

CCC by STC – HRSD Project

Responsibilities:

- Review on current and potential customer experience journeys
- Develop a transition plan to transition the to be environment
- Design and documents new process and obtain organizational feedback
- Analysis and resolve the escalated issues and complaints
- Identify key performance indicators to measure improvements in productivity
- Responsible to train a new employee and support them to achieve the plan
- Work as business partner between HRSD and CCC by STC with regards all customer complaints and customer feedback with regards services provided.

Area Manager (2019 - 2021)

Alshaya International Company – H&M

Responsibilities:

- Direct and control the staff of the branches to ensure that they are appropriately motivated and trained to be able to carry out their responsibilities to the required standards.
- Make sure employees that report to you meet performance expectations.
- Provide a working environment that promotes safety, customer service, teamwork and collaboration, integrity, productivity, and continuous improvement.
- Conduct overall performance management of Branch supervisors providing direction, guidance and support where necessary.
- Practice good business management by developing action plans to establish overall team level objectives as well as site level objectives.
- Direct all operational aspects including distribution operations, customer service, human resources, administration and sales.
- Communicate the branch's strategy and policies to staff and ensure that these are effectively implemented.
- Bring out the best of branch's personnel by providing training, coaching, development and motivation.
- Locate areas of improvement and propose corrective actions that meet challenges and leverage growth opportunities.
- Share knowledge with other branches and headquarters on effective practices, competitive intelligence, business opportunities and needs.
- Control the effective provision of branch services to ensure quality of service and operational integrity in accordance with the branch's strategy and policies.
- Develop and deliver products that meet customer requirements and maximize the return to the branch.
- Promote the branch's image in the community by attendance at internal and external meetings and participation in community activities.
- Develop all necessary procedures and processes to ensure that the sales force operates efficiently and effectively and achieves all sales objectives.
- Monitor the performance of sales staff and take remedial action where necessary to ensure that sales targets are met.

- Monitor and control the budget for the area to ensure that all financial targets are met and that all necessary financial controls are in place to comply with company and regulatory requirements.
- Develop and maintain relationships with key customers and other relevant bodies to ensure that the company's maximum sales potential is realized in the area.
- Maintain an awareness of developments in sales techniques and technology to ensure that the company maintains and develops its competitive position.
- Monitor the sales performance of competitors to ensure that the company maintains and develops its competitive position.
- Develop and implement a customer service strategy which provides total customer satisfaction and meets corporate objectives.
- Develop and implement all necessary processes and procedures to ensure the achievement of high productivity with world-class quality processes and continuous improvement.
- Formulate pricing policies by reviewing merchandising activities; determining additional needed sales promotion; authorizing clearance sales; studying trends

Store Manager (2017 - 2019)

Landmark Group-Max

Responsibilities:

- Develop business strategies to raise customers' pool, expand store traffic and optimize profitability.
- Deliver excellent service to ensure high levels of customer satisfaction.
- Identify current and future customer requirements by establishing rapport with potential and actual customers and other persons in a position to understand service requirements.
- Motivate the sales team to meet sales objectives by training and mentoring staff.
- Conduct personnel performance appraisals to assess training needs and build career paths.
- Hire, train, and oversee new staff.
- Respond to customer complaints and concerns in a professional manner.
- Ensure store compliance with health and safety regulations.
- Develop and arrange promotional material and in-store displays.
- Prepare detailed reports on buying trends, customer requirements, and profits.
- Undertake store administration duties such as managing store budgets and updating financial records.
- Monitor inventory levels and order new items.

Store Manager (2014 - 2017)

Obekan Bookstore - Obeikan Knowledge Academy

Responsibilities:

- Create business strategies to attract new customers, expand store traffic, and enhance profitability.
- Meet sales goals by training, motivating, mentoring and providing feedback to sales staff.
- Maintain store staff by recruiting, selecting, orienting and training employees.
- Maintain store staff job results by coaching, counseling and disciplining employees; planning, monitoring and appraising job results.
- Ensure availability of merchandise and services by approving contracts; maintaining inventories.
- Formulate pricing policies by reviewing merchandising activities; determining additional needed sales promotion; authorizing clearance sales; studying trends.
- Ensure high levels of customers satisfaction through excellent service.
- Complete store administration and ensure compliance with policies and procedures.
- Maintain outstanding store condition and visual merchandising standards.
- Report on buying trends, customer needs, profits etc.
- Propose innovative ideas to increase market share.
- Conduct personnel performance appraisals to assess training needs and build career paths.
- Deal with all issues that arise from staff or customers (complaints, grievances etc).
- Be a shining example of well behavior and high performance.

Financial Office (2010 - 2014)

Obekan Investment Group

Responsibilities:

- Assist in budget preparation and management activities.
- Create and implement financial policies to guarantee operational efficiency.
- Conduct periodic financial analysis to identify and resolve issues, gaps or variances.
- Manage cash controls as well as maintain book keeping up-to-date.
- Reconciling daily, monthly and yearly transactions.
- Supervise the accurate and timely payment of all staff salaries and expenses, making the appropriate statutory deductions.
- Ensure maintenance of the general and subsidiary ledgers.
- Ensure all expenses are within assigned project budget.

- Oversee the preparation of all financial statements, invoices, proposals, etc as required.
- Ensure account receivables and payables activities are performed accurately and timely.
- Ensure that financial transactions are properly updated and recorded.
- Manage the preparation of balance sheets, income statements, expense reports, etc.
- Ensure data integrity in all financial reporting.
- Update financial records with recent transactions and changes.
- Perform finance analysis, reporting and management tasks.
- Identify and resolve invoicing issues, accounting discrepancies and other financial related issues.
- Review financial paperwork and procedures and make appropriate changes.

Education

- Higher Diploma in Financial Management, Institute of Riyadh technology (2013).

Courses & Certificates

- Communication Skills.
- Customer First.
- Study Skills.
- Business Development.
- Effective Communication.
- Success Career.
- Kaizen Approach.
- SLAP (Stock Lose Action Plan).
- E-commerce.
- RFID.
- PMP courses.

Memberships

- Member in Saudi Quality Council.

Achievements

- Thanking and Appreciation Certificates for Outstanding Performance.
- Successfully got 1st Position in Sales Growth and KPIs Achieving in KSA.
- Successfully met and achieved Target and Sales Growth by 125% in 2019.
- Successfully achieved an increase in sales by 25% in 2014.
- Successfully achieved ATV and UPT highest in the region (Max).

References can be provided if requested