

Abdullah Abdulhadi Salem Alajmi.

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Sales Management | Customers Service Management

Professionally qualified and result-oriented professional with over 10 years of successful experience as a Sales Supervisor. Top performer with track record of consistently meeting or exceeding sales goals and customer expectations. Skilled at educating customers on company products, services and recommending best options that meet their short-term and long-term needs.

Core Competencies

- Leadership
- Self-motivated
- Interpersonal Skills
- Result oriented
- Sales Management
- Team building
- Budget Management
- Communication skills
- Complex Negotiations

Professional Experience

Sales Supervisor (Oct 2016 – Nov 2020)

STC Channels Company

Responsibilities:

- Understand customer needs and offer solutions and support
- Organize and coordinate sales representatives schedules
- Supervise sales representatives and assistants
- Receive and report on all sales leads
- Track weekly, monthly, and quarterly performance and sales metrics
- Assist sales representatives and team to meet and exceed goals

Sales Executive (July 2015 – Sept 2016)

National Company for Business Solutions (Mobily)

Responsibilities:

- maintain accurate records
- Attend trade exhibitions, conferences and meetings
- Review sales performance
- Negotiate contracts and packages
- Aim to achieve monthly or annual targets
- Write and Submit weekly and monthly reports to the direct manager

Branch Manager (Jan 2014 –Apr 2015)

Al-Qafary Group

Responsibilities:

- Direct all operational aspects including distribution operations, customer service, human resources, administration and sales
- Meet goals and metrics
- Manage budget and allocate funds appropriately
- Share knowledge with other branches and headquarters on effective practices, competitive intelligence, business opportunities and needs
- Address customer and employee satisfaction issues promptly
- Network to improve the presence and reputation of the branch and company

Marketing Supervisor (March 2013 –Dec 2013)

Alshaya International Trading Company

Responsibilities:

- Develop and execute advertising programs and external marketing
- Prepare marketing strategy and write action plans to attain specific objectives
- Measure, analyze and evaluate programs as required
- Supervise store level merchandising, media, events and community relations, promotions and local advertising
- Support every aspect of Marketing Team inclusive of Marketing Assistant and Sign maker

Supervisor Operation (Oct 2012 –Jan 2013)

Moqbel Ayed Al Qahtani Contracting Est

Responsibilities:

- Answer phones and responding to client requests and inquiries
- Manage the maintenance of office and facility equipment
- Handle office tasks, such as filing, generating reports and presentations, setting up for meetings, and reordering supplies
- Provide administrative support to other departments or projects as needed
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Sales Officer (Sep 2011 –Aug 2012)

Leandermark Arabia Company

Responsibilities:

- Inform leads and customers of current promotions and discounts
- Maintain positive business and customer relationships in the effort to extend customer lifetime value
- Track all appointments, sales, complaints, status reports, etc. thoroughly for manager review
- Source and work customer referrals
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Customer Service Representative (June 2010 –July 2011)

Dar Al Bandar Company

Responsibilities:

- Open and maintain customer accounts by recording account information
- Resolve product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution
- Contribute to team effort by accomplishing related results as needed

Education

- Diploma of Communication and Information Technology, College of Communication and Information (2013).

Courses & Certifications

- First aid certificate, Saudi Red Crescent Authority
- Project Management Professional (PMP)
- English level (fourth level), Orbits Training Institute
- Start your own small business, Leadership Institute
- Self-stimulation course, Leadership Institute
- Workshop for residential sector products, Narciss Hotel
- Workshop with Jawwy TV products, King Abdul Aziz Mursalat
- Mobile Maintenance Course, Kaz Institute
- Actual sales skills course, High Institute for Training
- Computer Applications
- Office Programs

Achievements

- “You are such a certificate for the year 2018” , STC Channels
- Certificate of highest sales for the year 2017 , STC Channels

References can be provided if requested

