



ABDULLAH AL SHEIKH

RETAIL SALES MANAGER



KSA , Madinah, Madinah , 42387, KSA



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ABOUT ME

An Experienced Retail Sales Manager with a demonstrated history of working in the insurance industry. Skilled in Negotiation, Business Planning, Risk Management, Management, and Customer Service. Strong sales professional with a Associate's degree focused in Business Information Technology - Marketing from King AbdulAziz University.

LINKS

LinkedIn:

<http://linkedin.com/in/abdullah-al-sh-eikh-3274a242>

LANGUAGES

ARABIC

ENGLISH

PERSONAL DETAILS

Date of birth

1982

Nationality

Saudi

Visa status

Citizen

Marital status

Marred

EDUCATION

**KING ABDUL AZIZ
UNIVERSITY
(COMMUNITY
COLLEGE)**
Jeddah
2006

Associated degree in business information technology

Major is Marketing

WORK EXPERIENCE

BUPA ARABIA
Madinah
Jun 2011 - Present

Retail Sales Manager

- Develops a business plan and sales strategy for the market that ensures attainment of company sales goals and profitability.
- Responsible for the performance and development of the Account Executives.
- Prepares action plans by individuals as well as by team for effective search of sales leads and prospects.
- Initiates and coordinates development of action plans to penetrate new markets.
- Assists in the development and implementation of marketing plans as needed.
- Conducts one-on-one review with all Account Executives to build more effective communications, to understand training and development needs, and to provide insight for the improvement of Account Executive's sales and activity performance.
- Provides timely feedback to senior management regarding performance.
- Provides timely, accurate, competitive pricing on all completed prospect applications submitted for pricing and approval, while striving to maintain maximum profit margin.
- Maintains accurate records of all pricings, sales, and activity reports submitted by Account Executives.
- Creates and conducts proposal presentations and RFP responses.
- Assists Account Executives in preparation of proposals and presentations.
- Controls expenses to meet budget guidelines.
- Adheres to all company policies, procedures and business ethics codes and ensures that they are communicated and implemented within the team.
- Recruits, tests, and hires Account Executives based on criteria agreed upon by senior management.

BUPA ARABIA
Jeddah
Jun 2008 - Jun 2011

Customer Service Supervisor

- Improving quality.
- Maintain the department KPI's.
- Be willing to share expertise and knowledge.
- Contribute to the assigned projects within the customer service department and deliver on agreed dates.
- Promote positive attitude towards external customers and internal colleagues.
- Maintain regular and punctual attendance.

- Discuss and provide support, guidance and direction in dealing with issues, challenges and problem arising in the agent's day to day activity. → Improve FCR results by daily coaching and mentoring to the agent's day to day activities.
- Monitor and evaluate the progress of agent's development at regular intervals and as requested by the department team leaders.
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- Maintain SL by controlling the average AUX time per agent.

BUPA ARABIA

Jeddah
Mar 2007 - Jun 2008

● **Preauthorization Administrator**

- Organize between Bupa medical team and providers by updating online request.
- Make sure that all received requests are completed and have full information.
- Process written correspondences for sales activities in both Arabic and English up to high standards.

SKILLS

ABILITY TO EFFECTIVELY ANALYZE COMPLEX BUSINESS ISSUES/ PROBLEMS AND LEAD/INFLUENCE INDIVIDUALS AND GROUPS IN DEVELOPING AND IMPLEMENTING SUCCESSFUL RESOLUTION TACTICS

SUPERIOR LEADERSHIP SKILLS AND EXPERIENCE PARTICULARLY IN CULTIVATING A HIGH PERFORMING LEADERSHIP TEAM AND IN DEVELOPING AND MAINTAINING EXCELLENT RELATIONS WITH STAFF AT ALL LEVELS

EXCELLENT MANAGERIAL SKILLS WITH A SERIOUS COMMITMENT TO COACHING, MENTORING AND DEVELOPING PEOPLE

CREATIVE THINKING SKILLS

STRONG ANALYTICAL SKILLS

EXCELLENT PROBLEM-SOLVING SKILLS AND THE ABILITY TO IDENTIFY OPPORTUNITIES TO IMPROVE PROCESS

ABILITY TO EFFECTIVELY ANALYZE COMPLEX BUSINESS ISSUES/ PROBLEMS AND LEAD/INFLUENCE INDIVIDUALS AND GROUPS IN DEVELOPING AND IMPLEMENTING SUCCESSFUL RESOLUTION

EXCELLENTE MANAGERIAL SKILLS WITH A SERIOUS COMMITMENT TO COACHING, MENTORING AND DEVELOPING PEOPLE

USING MICROSOFT PROGRAMS

COMMUNICATION SKILLS

NEGOTIATION SKILLS

COURSES

Jan 2009 - Feb 2009

● **Microsoft office course of (Word – Excel)**

Feb 2022 - Feb 2022

● **Medical terms at BUPA Arabia training center**

Jun 2007 - Jul 2007

● **IFCE certificate from the institute of banking**

Nov 2012 - Nov 2012

● **PSS (Professional Selling skills)**

May 2017 - Jun 2017

● **Selling skills course workshop**

Jan 2000 - Feb 2000

● **First aids course from Saudi Red Crescent Society**