



# Fawaz Abdulaziz Alshaghdali

## About me

I'm a Communication Specialist with more than 10 years of experience in STC in The external sales sector, Showroom management, Customer service and Managing SME accounts also

Training the agents on wireless communication system and devices.

I have a social personality capable of communicating, negotiating, solving problems and building long-term relationships with customers

## Education

2001 - 2004

Diploma in Communication Technology  
Aljouf College of Technology



## Certifications

2005 , Jeddah

 Saudi Telecom Company STC

**Course : "Communications System"**

training in Communicationl department for three months


2006 , Jeddah

 Human Resources Development Fund

**Course :**

**Program for Preparing Job Seekers forthe Private Sector**

2015 , Jeddah

 The Innovation Leadership Center , Sponsored by STC

**Course:**

**Persuasion Skills and Positive Influence on Others "**

2017 , Jeddah


 Arab Center for Marketing & Sales, Sponsored by STC

**Course : "Negotiation Skills"**

**Course : "Customer Service Culture "**

**Course : "Business Communication Skills"**

2019 , Jeddah

 Lead for Training & Consultancy , Sponsored by STC

**Course : "Sales Management & Development "**

2019 , Jeddah

 British Council, Sponsored by STC

**Course : "Jed Men General English "** for 60 hours

## Information & Contact

 Saudi nationality

 Saudi Arabia , Jeddah , AL Azizyiah

 **0508800846**

 **Fawaz1444881@hotmail.com**

 **Fawaz Alshaghdali. Linkedln**

## Personal Skills

- Negotiations and Influence
- Problem Solving
- Work under pressure
- Working in a team
- Creative Thinking

## Language

- Arabic  100 %
- English  100 %



# Fawaz Abdulaziz Alshaghdali

## Work Experience



### STC Specializes (2009 - 2021)

Jeddah , Al ruwais , AL Shaati Showroom

#### Account Manager 2016 - 2021

- Contribute to the development and management of relationships with VIP clients in various business sectors.
- Work with existing customers and identify potential business opportunities to increase STC's revenues
- Work with the various departments/sectors of STC company and participate in the development of short-term sales plans and long-term plans related to the accounts.
- Providing solutions tailored to customer needs and ensuring customer satisfaction with services.
- Review technical reports and forecasts related to the accounts in order to inform senior management about the sales status of the accounts
- Training for newly hired account managers

#### Showroom Manager and Sales Specialist 2011 - 2016

- Receiving clients, and handling their complaints
- Sales specialist responsible for showroom sales, external sales and Hajj season sales
- Responsible for sales of SIM cards and wireless communication devices for internal Hajj institutions, the Emirate of Makkah Al-Mukarramah region, and Hajj institutions for Muslims in Asia, Europe and Turkey
- Working on achieve the monthly and annual sales target and seasonal sales goals

#### Dead Debt Collection Officer 2009 - 2011

- Communicating with debtors and coordinating appropriate payment methods for them
- Follow up on debts, payments and refunds
- Preparing and submitting reports on the collection activity periodically.



## Practical skills

- Sales Management & Development
- Customer relationships Management
- Showroom & team Management
- Reports & sales plan Preparing
- Microsoft office
- Outlook



## Achievement

- I was able to collect 5 million riyals in the first five months of my appointment and I got a certificate of thanks and appreciation
- Topsales man in Hajj seasons in 1439 /2018
- Honoring my outstanding performance and contribution to the development of STC sales for ten years