



CURRICULUM-VITAE

PERSONAL INFORMATION:

Name : Mohammed Y. Al-Shayeb
Nationality : Saudi
Date of Birth : 14th of April, 1981
ID No. : 1006202228
Personal Status : Married
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CAREER OBJECTIVE:

Seeking a job as a Sales Engineer or Customer Services Manager – Sales Department in a company that is growth oriented and willing to offer high quality customer care and service according to the norms and requirements of the organization on a daily basis.

EMPLOYMENT HISTORY:

- 2 year's at KSC, Khereiji Company - KSC, as Projects Sales Consultant, projects Dept.
- 14 Years employee of **Honeywell** International, MK Cable Management S.A. Ltd. working as Customer Services Executive/Sales Presentative – Sales Department from 18/05/2003.
- 11 Month's at Al-Mana General Hospital, Dammam worked in Account Department.

ACADEMIC QUALIFICATIONS & COURSES:

- Diploma (Sales-Marketing) from Institute of Public Administration in Dammam. /2003
- Computer Science & English Language. At King Fahad University in Dahrhan 7/1999
- Six-Sigma Course from Honeywell Company (Management Strategy to accelerate improvements in all processes) In Jubail 4/2008.
- Influence Edge course from Vengel Consulting Group Inc, Aug/2015

- BI Reporting in SAP Portal. – Jan/2015
- Code of Business Conduct 2011 (Cert)
- Leading with Integrity - Conflict of Interest (02) – 03/08/2015
- I&C for KSA: I&C Refresher and Anticorruption – 25/03/2015
- Available To Promise (ATP) & Back Order Rescheduling (BOR) – 13/11/2014
- ACS_Order Management Overview – 30/10/2014
- ACS_0009_XX_QC-VCCT Defect Resolution Cycle – 15/08/2014
- ACS_0008_XX_QC-VCCT Test Lab Execution & Defect Creation – 15/08/2014
- ACS_0008_XX_QC-VCCT Test Lab Execution & Defect Creation – 14/08/2014
- ACS_0005_XX_QC-VCCT General Overview – 14/08/2014
- ACS_Order Management Overview – 07/08/2014
- ACS_Output Control For Sales & Distribution-North America – 06/08/2014
- Order Entry and Processing – 05/06/2014
- ACS_Material Master Overview – 26/05/2014
- ACS_Sourcing Overview – 21/05/2014
- ACS_Order Management Overview – 20/05/2014
- ACS_0027_XX_SAP Basic Navigation for ECC 6.0 – 20/05/2014
- Leading With Integrity - Conflict of Interest (01) – 15/04/2014
- Code of Business Conduct 2011 (English) – 15/06/2013

WORKING EXPERIENCE & SKILLS:

- Determines annual unit and gross-profit plans by implementing strategic sales and marketing plans that successfully achieve business objectives.
- Establishes sales objectives by forecasting and developing annual sales quotas for regions and territories; projecting expected sales volume and profit for existing and new products.
- Implements national sales programs by developing field sales action plans.
- Monitor competitors' products, including relevant sales and marketing data
- Maintains sales volume, product mix, and selling price by keeping current with supply and demand, changing trends, economic indicators, and competitors.
- Establishes and adjusts selling prices by monitoring costs, competition, and supply and demand.
- Completes national sales operational requirements by scheduling and assigning employees; following up on work results.
- Maintains national sales staff by recruiting, selecting, orienting, and training employees.

- Maintains national sales staff job results by counseling and disciplining employees; planning, monitoring, and appraising job results.
- Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies.
- Contributes to team effort by accomplishing related results as needed
- Develop an operating budget for the sales division that meets business goals
- Use available data to accurately forecast sales and set appropriate performance goals
- Complete market research and analyze results to adjust sales and marketing strategy for maximum success
- Develop and maintain positive relationships with key clients, including negotiating and closing on major contracts
- Assistance to the Customer Service/Regional Sales Manager for the day to day customer service/sales functions which includes sales and order processing, customer enquiries, preparation of quotation and coordination with the marketing team as follows :
 1. Visit our Customer and meet new customers.
 2. Preparation of quotations to customers enquiries as per prices and terms provided by the CS Manager.
 3. Booking of orders into order book, preparation of contract reviews and acknowledging the orders for delivery as per agreed terms.
 4. Checking out the outgoing materials for dispatch to customers.
 5. Preparation of Delivery Notes for material dispatches.
 6. Preparation of invoices and credit notes as per prices and terms as advised by the CS Manager.
 7. Responding to customer enquiries for stock availability etc. in coordination with the stock control and warehouse-in charge.
 8. Booking of sales into sales book and preparation of weekly, monthly sales and order statistics as advised by the CS Manager.
 9. Preparation of the weekly outstanding order statements and timely distribution to the production and dispatch depts.
 10. Preparation of Arabic documents for export shipments and to process such documents with the Chamber of Commerce and Ministry of Commerce in the absence of the company's Public Relations Officer.
 11. Assistance to the Marketing Team in providing sales promotional items and other assistance as required.
 12. In the absence of the CS Manager handle the customer service function in liaison with the General Manager.
 13. Deliveries to customer their orders thru our Transportations as agree.

Languages

	Level	Typing speed
Arabic	Expert	40 words per min
English	Expert	45 words per min

Additional Information

- Enjoy working with other people in teams and have the ability and the energy to stay at task until fully completed.
- Pay attention to work quality and be performance oriented.
- Good personal skill and time management.