



ZIYAD MADRAB

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Employment History

11/2019 - 04/2020 **Location Operation Manager, Kingdom Tower** **Saudi Jawahir Trading Company**

- Managing Sales Operations activities within assigned locations.
 - Managing all activities and tasks needed to run each store and serving visitors.
 - Managing all tasks and activities needed to sustain the effectiveness and hiciency of sales operation within assigned locations.
 - Managing all tasks and activities needed to monitor and controlling budget and PSL of within assigned locations
- Ensure the implementation of already set operating procedures needed to secure a stable and consistent operating within assigned locations
- Ensure that the financial reporting of your locations is done properly and on time.
- Leading the goals setting process and secure that all store managers within assigned locations receive a clearly documented goal.
 - Create and maintain a culture of customer centricity amongst the sales teams.
 - Investigating complaints or issues of poor customer care, both timely and efficiently

02/2019 - 11/2019 **Brand Manager, Just Cavalli** **Saudi Jawahir Trading Company**

- Monitor market trends, research consumer markets and competitors' activities such as pop up, special offers .etc
- We have weekly sales techniques or CRM training in the meeting room, using the display tools such as the Screen, sale trail, customers complaining trail and the best way to satisfy them, sharing the experiences together.
- Having a conference call with the Brand discussing the Brand issues and the market in general.
- Organizing events such as product launches, exhibitions and photo shoots along with the marketing team.
- Following up with the logistic team regarding the shipments, submitting the PO, missing items, late shipments .etc
- Responsible of the season's buying, knowing our competitor's trend & our client's needs.
- Define the OTB, balancing the budget, increasing or reducing according to the market situations ST results

Education History

01/2012	Multimedia University	Bussnies management majoring in marketing, Diploma
		Diploma in business management majoring in marketing
07/2004	Al Ahliyyah Amman University	Marketing, Intensive Marketing Course
06/2002	Al Ittehad, Jordan	High School, High School

Certifications & Honors

09/2019	Creativity At Work	Edraak Academy
	<ul style="list-style-type: none">• Certificate in problem solving and decision making skills .• Certificate in Emotional Intelligence .• Certificate in Critical Thinking .• Certificate in creative thinking and innovation .	
06/2020	Digital Marketing	Google
	<ul style="list-style-type: none">• The basics of digital marketing .• Electronic Marketing .• Content Marketing .• Increase sales online .• Bussnies Strategy .• Local Marketing .• Social media .	

Skills & Abilities

Microsoft Office	Advanced
Marketing	Expert
Human Resources	Expert
Leadership	Expert
Bussnies Administration	Expert
Digital Marketing	Expert

Languages

Arabic

Native

English

Basic

Hobbies & Interests

Fashion, Reading, Shopping, Traveling, Chess, Digital Marketing, Internet, Social Media