

**M TARIQ
SINNEN**



CONTACT

Address:

Almarai Poultry
Division.
Dammam,
Saudi Arabia.

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PERSONAL PROFILE

Date of Birth:

07.09.1990

Nationality:

Sri Lankan.

Driving License Info:

Saudi Arabia - Medium License
(6wheel).
Sri Lanka – Light Vehicle License.

SUMMARY

Experience and the knowledge that I gained from my previous and current employment helped me to mostly widen my understanding, to complete the duties assigned to me, successfully. Therefore, I would like to develop and use my talents to widen my knowledge and experience with the intention of serving your esteemed organization to the best of my ability.

My ambition is to ultimately move into a management role where I can combine my experience in Sales and Customer Service and Lead Management to provide value to the Business and Organization.

Finally, I wish to add that I am an individual with good communication skills, a team player and willing to accept responsibilities.

SKILL HIGHLIGHTS

Self-motivation.
Client Management
Service-focused.

Microsoft office applications & systems.
Work with deadlines.
Training & Development.

LANGUAGES

English
Tamil

Sinhalese
Hindi & Arabic.

EXPERIENCE

Salesman (Staff # 187744) – 2023 to current - Almarai Company Limited (Saudi Arabia).

- Responsible for managing the Poultry Long Route 562 at the Dammam Depot.
- Promoted to Acting Lead Sales within a year of joining.
- Provided consistent support to the Sales Supervisor in daily operations over the past four months.

Manager Operations – 2018 to 2023 – Adler Express Pvt Ltd – Colombo.

- Assign delivery to couriers according to schedules and route plans.
- Ensure that the process and employees are working smoothly and efficiently.
- Achieve KPI & SLA of delivery & pickup commitment.
- Supervise staff to ensure that safety best practices are being followed while handling shipments.
- Train and develop industry best practices and SOPs to operations and customer service team members.
- Evaluate all aspects of employee performance and provide coaching or discipline as needed.
- Provide operations staff with guidance and support to cope with volume growth.
- Reassign responsibilities based on change in volumes or geography.
- Responsible for overall operational management and performance of hub and delivery operation.

Lead Salesman (Staff # 122081) –2014 to 2018– Almarai Company Limited (Saudi Arabia).

- In charge of Route No 467 Dairy Route.
- Assisting the Sales supervisor on day-to-day work.
- Preparing food orders for each route by collecting orders from sales team.
- Work experience in Horeca route.
- Work experience in Bakery route.

Sales Executive & Site Coordinator – 2011 to 2014 *Almubariz Trading & Contracting* – (Qatar).

- Developed quarterly mail campaigns in accordance with advertising schedules and sales budgets.
- Achieving sales targets.
- Visiting ongoing Project sites & preparing progress reports.
- Collecting employee timecards at the end of the month and handing them over to the accounts department.
- Solving labor issues, preparing gate passes for ongoing projects.
- Attending monthly meetings with clients.

Team Lead – 2010 to 2011 Providence Business Services – Colombo.

- Handled three US inbound processes with 55 agents.
- Answering Manager Calls.
- Preparing duty rosters and maintaining attendance.
- Attending client meetings and briefing agents about client updates.
- Sending Day end summary to clients and superiors.
- Training new process & coaching soft skills to agents.

PRIMARY & PROFESSIONAL QUALIFICATIONS

- Successfully completed certificate level in Customer Service Training.
- Completed G.C.E O/L & A/L (High School) at Christ King College, Sri Lanka.
- Successfully completed Diploma in Advance English Language at Edexcel Institute (UK).
- Successfully completed B2B Sales Marketing Certificate Level at Allison Education.
- Successfully completed Retail Management Merchandising Distribution & Marketing Level at Allison Education.

REFERENCES

Mr. Hisham Shahid

IT Network Team Leader.
Almarai Group - Business Systems
Department.
+966 540 586 931.

Mr. Thushara Unanbuwa.

Deport Accountant.
Almarai Group - Sakaka.
+966 547 277 125.

If selected, I pledge to perform my duties with the utmost dedication, responsibility, and excellence to contribute to the organization's success.

I hereby certify that the information provided above is true and accurate to the best of my knowledge.

Thank You.
Tariq Sinnen.