

Based on my accomplishments within large business groups for the last 13 years, was able to elaborate different managerial expertise in different fields: Senior Management; Business Development & Analysis; Projects Management; Operations; Sales & Marketing; Security; Low Current; Retails; Distributions Channels; OPSS. Services and Solutions

My current job in a senior position with Gallery food (Key Account Executive) previous jobs at Grandiose Supermarket (Store Manager) and with International Group (KFMB) Trading LLC. (Key Account Executive), MAF Hypermarket LLC, Carrefour (Deputy Manager – Retail) involved a tremendous amount of business correspondence, administration tasks, professionalism and customer service Was able to achieve a full understanding of the full life cycle of any product and have experience in learning and excelling at new technologies as needed. The gist of my professional qualifications and my strong managerial experience make me a very competitive candidate. The key strengths that I possess for success includes:

- ✓ Extensive management experience, business development expansions and revenue generation expertise within large size group of organizations.
- ✓ Am a proven leader and business manager with ability to market knowledge, provide inputs and initiate new business opportunities.
- ✓ Instrumental in expanding new opportunities for the achievement of desired business targets plus increasing customer base within the region.
- ✓ I strive for continued excellence and provide exceptional contributions to customer service.
- ✓ Implemented attractive sales schemes plus strategic business plans to the company. Able to nurture average performing employees into high performance employees through skills shortage analysis and training
- ✓ Trained sales force effectively towards achieving targets.
- ✓ A business minded individual driven to deliver new business plans to the board focusing on market share, image & ROI.
- ✓ A sales & marketing oriented executive professional capable of winning large Multi Million deals.

Enclosed copy of my resume for your review. I would welcome an opportunity to discuss your needs and objectives and the possibility of working in your esteemed organization.

Thank you again for your time and consideration.

Kind Regards

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Date of Birth : 22/01/1990
Nationality : Syrian
Status : Married
UAE Driving License : Valid

CAREER OBJECTIVES

To establish a challenging and mutually beneficial relationship with a leading reputed corporation that demonstrates a strong market presence with significant emphasis on growth and ongoing development.

PROFESSIONAL SKILLS

- ✓ Excellent business relationship with suppliers.
 - ✓ Excellent sales visibility ratio.
 - ✓ Excellent creativity for attracting growth in sales.
 - ✓ Excellent management in planning, organizing, implementing, follow up and reporting.
 - ✓ Excellent management of the P&L.
 - ✓ Excellent knowledge of products categories such as :
 - Fresh Food (Fruits and vegetables, fishery, butchery and poultry)
 - Dairy (French, Arabic cheese)
 - Delicatessen (Chicken and beef mortadella, turkey, pepperoni, antipasti and Roastery)
 - Consumer Goods (Dry food, non-food and beverages)
 - ✓ Security (CCTV) & Low current
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PERSONAL SKILLS

- ✓ Self-confident and self-motivated.
- ✓ Ready to welcome new challenges in a highly competitive market.
- ✓ High analytically skills.
- ✓ Ability to work effectively under tight deadlines with changing priorities.
- ✓ Honest, trustworthy and most of all ethical in my profession.
- ✓ Eager to learn and advance.
- ✓ Flexible and adaptable to change.
- ✓ Extremely organized
- ✓ Fast learner
- ✓ Excellent teamwork player

EXPERIENCE
NOV 2022 – Present

Gallery Food & Beverage.

DUBAI

Job Title: **KEY Account Executive.**

Main Responsibilities:

- ✓ Managing and maintaining accounts for modern trade.
- ✓ Ensure that all items are manufactured in a correct, cost effective and timely manner in alignment with specifications and quality requirements.
- ✓ Chalking out or improve operational systems, processes and best practices that guarantee organizational well-being Purchase materials, plan inventory and ensure warehouse efficiency.
- ✓ Contribute towards the achievement of company's strategic and operational objectives. ✓ Examine financial data/statements and use them to improve profitability.
- ✓ Perform quality controls and monitor production Recruit, train, supervise and appraise human resources.
- ✓ Follows up with the store managers and Department head regarding orders and timely collections of the business's products in order to obtain feedback on their level of satisfaction and note areas of sales performance improvement.
- ✓ Process information and data and translate it into actionable insights such as new sales opportunities and strategies.
- ✓ Target achievement and creates reports for retail management, which facilitate the creation of informed account management decision-making and strategy formulation.
- ✓ Prepare regular reports of progress and forecasts to internal and external stakeholders using key account metrics.
- ✓ Resolve any issues and problems faced by customers and deal with complaints to maintain trust.

NOV 2018 – OCT 2022

Grandiose Supermarket.

DUBAI

Job Title: **Store Manager.**

Main Responsibilities:

- ✓ Responsible for running stores or departments to meet a company's targets and policies, maximize profit while minimizing costs, ensure promotions are accurate and merchandised to the company's standards, and staff are fully versed on the target for the day and excellent customer care standards are met.
- ✓ Managing and motivating a team to increase sales and ensure efficiency.
- ✓ Managing stock levels and making key decisions about stock control.

- ✓ Analysing sales figures and forecasting future sales volumes to maximize profits.
- ✓ Using information technology to record sales figures, for data analysis and forward planning.
- ✓ Ensuring standards for quality, customer service and health and safety are met.
- ✓ Resolving health and safety, legal and security issues.
- ✓ Responding to customer complaints and comments.
- ✓ Organizing special promotions, displays and events.
- ✓ Touring the sales floor regularly, talking to colleagues and customers, and identifying or resolving urgent issues.
- ✓ Dealing with sales, as and when required.
- ✓ Responsible for managing day-to-day operation of the store, as well as customer service standards, and
- ✓ launching initiatives to hit sales targets. As well as developing and motivating a team, whilst ensuring everyone adheres to company policies and procedures.
- ✓ Implemented new product lines and created strategies to introduce and promote them to customers.
- ✓ Controlled shrinkage, expenses and payroll.
- ✓ Utilized merchandising skills to drive sales through effective merchandise presentations.
- ✓ Developed successful sales plans to grow store's profitability.

MAR 2016 – OCT 2018

International Group (KFMB) LLC.

DUBAI

Job Title: **KEY Account Executive.**

Main Responsibilities:

- ✓ Managing and maintaining accounts (Majid Al Futtaim)
- ✓ Ensure that all items are manufactured in a correct, cost effective and timely manner in alignment with specifications and quality requirements.
- ✓ Chalking out or improve operational systems, processes and best practices that guarantee organizational well-being Purchase materials, plan inventory and ensure warehouse efficiency.
- ✓ Contribute towards the achievement of company's strategic and operational objectives. ✓
Examine financial data/statements and use them to improve profitability.
- ✓ Perform quality controls and monitor production Recruit, train, supervise and appraise human resources.
- ✓ Follows up with the store managers and Department head regarding orders and timely collections of the business's products in order to obtain feedback on their level of satisfaction and note areas of sales performance improvement.
- ✓ Process information and data and translate it into actionable insights such as new sales opportunities and strategies.
- ✓ Target achievement and creates reports for retail management, which facilitate the creation of informed account management decision-making and strategy formulation.
- ✓ Resolve any issues and problems faced by customers and deal with complaints to maintain trust

Carrefour Supermarket.
DUBAI

Job Title: **Deputy Manager.**

Main Responsibilities:

- ✓ Manage and motivate team members to increase sales and ensure efficiency.
- ✓ Manage stock levels and make key decisions about stock control.
- ✓ Analyse sales figures and forecast future sales in addition to analysing and interpreting trends to facilitate planning.
- ✓ Manage and monitor current sales software to record sales figures, for data analysis and forward planning.
- ✓ Manage staffing issues such as interviewing potential staff, conducting appraisals and performance reviews, as well as providing or organizing training and development.
- ✓ Ensure standards for quality, customer service and health and safety are met; Moreover, ensure hygiene is followed in dairy, deli and the preparation of the fresh food sections and documentation.
- ✓ Resolving health and safety, legal and security issues.
- ✓ Responding to customer complaints and comments.
- ✓ Tour the sales floor regularly, talk to colleagues and customers, and identify or resolve urgent issues.
- ✓ Maintain awareness of market trends in the retail industry, understanding forthcoming customer initiatives and monitoring what local competitors are doing;
- ✓ Initiate changes to improve the business, e.g. revising opening hours to ensure the store can compete effectively in the local market; display of merchandise, and new product promotions.
- ✓ Ensure availability of merchandise and services by reviewing and approving contracts
- ✓ Determine marketing strategy changes by reviewing operating and financial statements and departmental sales records.
- ✓ Maintains operations by initiating, coordinating, and enforcing program, operational, and personnel policies and procedures.

COMPUTER & OTHER SKILLS

- Internet & MS Office

LANGUAGES

Arabic : Mother tongue

English : Fluent

ACTIVITIES & HOBBIES

- 1997-2007 Football player in the official AL Etihad Club (Aleppo)
- Volleyball, basketball, Football, Swimming, Ping Pong & Horse Ridding