

MOHAMMED GHAZI SHAHEEN



PERSONAL PROFILE

Kuwait – Sabah AlSalem

Date of Birth: 20th Sep, 1980

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Marital status: Married

Civil ID number: 280092001287

Visa: Visa No.18 (Transferable)

Nationality: Lebanon (Remarks: Kuwaiti Mother)

Driving License: Available.

Language Known: English and Arabic (Perfect).

OBJECTIVES

- To contribute to the growth of the organization.
- To secure a management position or far future career in a high growth company with considerable advancement opportunities.
- To seek wider challenging horizons in my functional area of work.
- I would like to obtain a job with long term prospects
- To secure a position where my qualities of a fast learner and the ability to take on new challenges can be used.
- To secure a position where by hard work, dedication and the ability to acquire new skills will advantage any company I work for.
- To find a job where my skills can be put to good use

AWARDS

- Awarded as top sales agent several times.
- Awarded as top achiever in DSL sales several times.
- Awarded for best team leading for 4 locations and over 14 agents.
- Awarded for best team leading in Info Connect exhibition for 4 Years.
- Awarded for ISO 9001/2008 preparation and implementation for Gulfnet Communications Company.
- Awarded top sales in several accounts (AdvanTec).

SKILLS

- Operations & Communications.
- Management and reports.
- HR, Admin and PR.
- Sales, Team leading & training.
- Customer care and customer service.
- Sales and marketing planning.
- Human resources services and ministries guidelines/rules.
- Sales/account management.
- IT trouble shoot and maintenance. (Hardware/Software)
- Managing retailers and buyers.
- Managing exhibitions sales locations from A-Z.
- Team player, hard worker and fast learner.

EXPERIENCE

[Operations Manager – Kuwait & GCC/ AGM] |
[Ubuy.com – Ubuy Inc.]



[Dec 2016] - [Date]
 (HR, Management, Admin, Customer Care, IT, PR and Operations)

- Managing Operations process and teams in Kuwait, UK, US and India.
- Up to date products upload in ubuy.com websites locally and international.
- Managing customer care team and making sure that customer or end user will get ZERO error process with satisfaction.
- Aligning all department internal process to make sure all duty's goes as submitted plan.
- Preparing weekly, Monthly and Yearly calendars for Operations, Marketing and HR to proceed with confirmed plan.
- Preparing all contracts terms for new vendors/suppliers with negotiating the terms of margins, delivery, returnsetc.
- Conducting recovery plan for the original submitted plan.
- Providing tasks for each employee to manage the full working week or month.
- Reporting to CEO on daily, Weekly and Monthly bases the work, sales, visitors and activities trend in meetings to decide future plan or modify the current plan.
- Maintain all VIP customer satisfaction to make sure the get the best quality of service and delivery they need.
- Traveling to other branches for observation and getting updated reports regarding current problems or issues needs attention.
- Maintain organization staff by establishing a recruiting, testing, and interviewing program; counseling managers on candidate selection; conducting and analyzing exit interviews; recommending changes

- Prepare employees for assignments by establishing and conducting orientation and training programs.
- Operations, sales, PR, Admin, HR and customer care management.
- Assist and advise company managers about Human Resources issues, Kuwait labor law, Staff and management decisions.
- Creating and delivering multi-channel campaigns.
- Oversees the daily workings of operations & warehouse operations. Plans, manages, and implements schedules to ensure deadlines are met, and maintains a high quality standard of product production and delivery
- Manages the growth and success of the team
- Coordinates activities that affect operational decisions and business requirements
- Responsible for the production, procurement, and planning of daily operations
- Communicates with all relevant employees/departments/vendors to ensure delivery times are met Plans, schedules, and reviews workload and manpower to make sure targets are being met on a cost-effective basis
- Manages the stock control, and checks that inventory records are accurate
- Creates a detailed schedule based on strict deadlines
- Communicates any changes in the order or delivery date to relevant parties
- Monitors company standards
- Makes sure the working environment maintains access to quality equipment
- Authorize and Purchases materials and services
- Follows up on interruptions to the order
- Organizes, plans, and implements inventory activity
- Confirms that health and safety regulations are followed
- Provides guidance to employees
- Managing Kuwait and GCC Operations and Warehouses
- Managing logistics for Kuwait and GCC
- Meeting and finalizing agreement with abroad vendors for smooth process and better business
- Evaluating vendors, stock updates & price negotiation, delivery schedule & inventory information from each vendor.
- Working on all vendor related issues from marketing, customer service, accounting and warehouse department
- Manage and allocate work on a daily basis to a team of 14+ employees in Kuwait and over 7 abroad employees.
- Pushing and motivating team to do better by increasing the morale within the team
- Guiding subordinates through mistakes and how to improve them
- Auditing work of subordinates to check quality of website uploads and other work
- Acting Marketing Manager, working side to side with marketing team and management
- Human resources (HR) Management
- **And more duties cannot be revealed in resume.**

[Assistant G. Manager / AGM] |
[Advanced Technology's Group (AdvanTec)]

[March 2011] - [Jun 2016] **AdvanTec**

(HR, Management, Admin, IT, Sales & PR)

- HR, Payroll, Staff Management, VISA's, Residence on Oracle System.
- Operations, sales, PR, Admin, HR and customer care management.
- Creating and delivering multi-channel campaigns.
- Providing new sales plans for each buyer or re-seller.
- Guide and manage the provision of Human Resources services to meet company's main objectives.
- Assist and advise company managers about Human Resources issues, Kuwait labor law, Staff and management decisions.
- Maintain the work structure by updating job requirements and job descriptions for all positions and staff.
- Maintain organization staff by establishing a recruiting, testing, and interviewing program; counseling managers on candidate selection; conducting and analyzing exit interviews; recommending changes.
- Prepare employees for assignments by establishing and conducting orientation and training programs.
- Online sales accounts management, organizing daily report and work flow.
- Wireless network solutions.
- Backup and Data recovery solutions for company's and ministries.
- Internet (ADSL & GBONE) products range and sales.
- Online sales and information for all brands.
- Providing best network solutions for Kuwait ISP's and companies.
- Maintaining major brand sales (Buffalo) and 12 brands.
- Managing major brands in the GCC i.e. (Griffin, incipio, Buffalo, iHome, iHealth, iBuffalo, gosh! innergie, MyKronoz, Puma, Twelvesouth....etc.).
- Managing stocks reports for all res-seller and buyers.
- Managing re-sellers stock availability and suggested orders.
- Managing the sales flow on weekly bases.
- Creating new ideas, plans and offers for sales increase.
- Providing stock availability to buyers and sellers.
- Arranging meeting for new re-sellers and existing.
- Reporting to managing director status of sales on weekly bases.
- Maintaining stock deliveries in KWT.
- Handing several accounts in Dubai, Jabel Ali and other areas in UAE.
- Handling major accounts in Kuwait i.e. AIGhanim, Eureka, iCity, Digits, Geant ...etc.
- Arranging weekly replenishments orders to Sellers.
- Maintaining sales flow in company main showroom.

- Arranging and confirming Managing Directors meetings.
- Quarter sales report for each account in Kuwait and UAE.
- Maintaining stocks in all GCC branches for 12 Brands.
- Confirming all brands sales margins.
- Sales staff training every quarter for all 12 brands.
- Reporting to Managing director for all new price changes in the market.
- Arranging for confirmed sales orders and PO's in Kuwait and UAE.

[Operations Manager (Part Time)] |

[Magic Art Technology] 

(Sales, IT & Operations).

[2005] - [Date]

- Arranging and confirming technical visits to customs.
- Getting new leads.
- Full software and Hardware background.
- Staff training on all new operating systems.
- Arranging daily ads in social media network.
- Arranging for any customer inquiries and needs of hardware's and software's.
- Location visit survey to confirm the job ticket requested.

[Residential Sales Supervisor (Telesales And Booth's) & Company PR in Ministry of communications]

[Gulfnet Communications] 

(Sales, Admin, Customer Care, IT & PR)

[Aug 2009] - [Feb 2011]

- Maintain achieving target of the sales staff.
- Arranging sales staff calls and sales (Telesales and Booth).
- Arranging new ideas for creating new sales and achieving company goal in providing the product to the customer.
- Following up with customers (New and Renewals).
- ISO for both Telesales and Booths.
- Increasing company net growth in getting new customer and maintain the current customers onboard.
- Training, coaching and motivating the team
- Creating new offers and ideas to achieve company target.
- Maintain the work flow in 3 sales points and 16 agents.
- Leading and supervising the location to achieve the set target
- Preparing the daily sales report and submitting to sales director.

- Preparing the staff schedule
- Checking the attendance report with the login and logout system report.
- Handling exhibitions and maintain the best and current offer to be delivered in perfection to the customer.
- Maintaining the customer satisfaction.
- Handled by team leading INFO Exhibition since 2003 till 2011.
- Check & Audit documentations before processing (ISO).
- Preparing weekly meeting with all the agents.
- Preparing a monthly presentation to refresh the sales and calls skills.
- Doing a monthly training for handling face to face customers and over the phone.
- Maintain the cancelling customers and avowing them from cancelling the service.
- Handling the G-PON with Ministry of communications.
- Main PR in the Ministry of communications.

[Accounts Manager - Residential Sales (Telesales And Booth's)] | [Gulfnet Communications]

(Sales, Admin, Customer Care, IT & PR)

[Aug 2009] - [Feb 2011] 

- Maintain achieving target of the sales staff.
- Maintain sales process with re-sellers.
- Arranging sales staff calls and sales (Telesales and Booth).
- Arranging new ideas for creating new sales and achieving company goal in providing the product to the customer.
- Following up with customers (New and Renewals).
- Creating new offers for the re-sellers to get more customer flow.
- Increasing company net growth in getting new customer and maintain the current customers onboard.
- Creating new offers and ideas to achieve company target.
- Maintain the work flow in 3 sales points and 12 staff.
- Leading and supervising the location to achieve the set target
- Training, coaching and motivating the team
- Check & Audit documentations before processing
- Preparing the daily sales report and submitting to sales director.
- Preparing the staff schedule
- Managing the sales flow.
- Creating new ideas and offers for sales increase.
- Handling exhibitions and maintain the best and current offer to be delivered in perfection to the customer.
- Maintaining the customer satisfaction.

Accounts Manager - [Advanced Technology's Group (AdvanTec)]

(Sales, Admin, Customer Care, IT & PR)

(from 2008 till 2009) 

- Providing new sales plans.
- Managing stocks report.
- Managing re-sellers stock availability.
- Managing the sales flow.
- Creating new ideas and offers for sales increase.
- Providing big quantities of modem to resellers.
- Arranging meeting for new re-sellers.
- Reporting to managing director the status of sales on weekly bases.
- Maintaining stock deliveries in KWT.

Assistant Sales Manager - [DAMAC Properties]

(Sales, Customer Care & PR)

(from 2008 till 2008) 

- Achieved monthly target.
- Managing new properties sales.
- Attending exhibitions.
- Hunting new leads.
- Referring new leads.
- Creating new sales achievement ideas.
- Making proposals to new and existing customers.

Sales Team Leader - [Global Direct TV (Showtime) & United Networks communications]

(Sales, Admin, Customer Care, IT & PR)

(from 2003 till 2007)   

- Crossing monthly target sales to 160% extra.
- Managed 12 sales representatives in 3 locations.
- Implemented training course for new recruits — speeding profitability.
- Leading and supervising the location to achieve the set target
- Training, coaching and motivating the team
- Check & Audit documentations before processing
- Managing the sales flow.
- Creating new ideas and offers for sales increase.
- Expanded sales team from 3 to 12 representatives.
- Tripled sales for each month.

- Expanded sales to increase sales to 180 sales per month.
- Leading and supervising the location to achieve the set target
- Training, coaching and motivating the team
- Check & Audit documentations before processing
- Managing the sales flow.
- Creating new ideas and offers for sales increase.

Scanning Room Superior - [AlMulla Group - HR]

(Admin, Customer Care, IT & PR)

(from 2001 till 2003)  AL MULLA GROUP
SINCE 1988

- Leading scanning staff to complete all payroll entries.
- Making sure all staff information are in the system.
- Developed Excellence in new staff training.
- Making sure to maintain the work flow in the average of 99% perfection.

INTERESTS :

- Working under any field or any department to discover new challenges and new career, Team player, will work under pressure.

REFERENCE :

- Can be provided on demand.

EDUCATION :

- Al Adsani High School (1998-2001)
- 2nd place in English for 3 years from secondary school to high school) till 1999.

***The above information is true to the best of my knowledge.**

CAN BE PROVIDED ON REQUEST

- Experience letters.
- Achievement certificates.
- Institutes certificates.
- Awards certificates.
- CID, Birth certificate, DL & Passport.

