Alawi Sayed Ali Alawi AlAlawi
Automotive Professional | Business Intelligence

Managerial support professional offering versatile people management skills and proficiency in analytical disciplinary. Strong planner and problem solver who readily adapts to change, works independently and exceeds expectations. Able to juggle multiple priorities and meet tight deadlines without compromising quality.

CFA Institute® CFA Program — LEVEL I PASSED 2019

www.AlawiAlAlawi.com **Alawi@AlAlawi.info** Native Arabic

Tubli, Bahrain **+973-34140490** Fluent English

ACADEMIC EDUCATION

Bachelor of Business Informatics
2006 – 2011, Completed 147 Units

AMA BAHRAIN International University

General Certificate of Education
2003 – 2007, O/AS Level

UNIVERSITY of CAMBRIDGE International Examinations
CAMBRIDGE INTERNATIONAL CENTRE

PROFESSIONAL CERTIFICATION

Chartered Financial Analyst Level 1
Level 2 Exam Candidate 2020

CFA Institute

Analyzing Visualizing Data MS Power BI
Scheduled for an exam

Microsoft

R Programming for Data Science
2020 May

Udemy

Sales Manager for Autoline Drive
2020 January

CDK Global.

CRM Marketing Manager for Autoline Drive
2018 March

CDK Global.

BMW Group Certified CRM Officer
2017 February, Passed ICT I II III CRM Manager

BMW GROUP

Advanced Excel and PowerPoint
2014 August, Passed with Distinction

Aptech

PROFESSIONAL EXPERIENCE

Sales Performance Assistant Manager *at Euro Motors from February 2016 – Present*

~ Managed 12 sales executive's performance over 4 years utilizing technological advancements to ease the processes
~ Restructured the complete sales process guide and elevated the sales team operation to achieve annual targets
~ Developed & conducted user training as per their roles & KPI's in Sales, CRM and Marketing objectives
~ Enhanced core joint operations in Sales, CRM and Marketing, improving efficiency and productivity
~ Created Business Intelligence dashboards tailored to the individual manufacturer and management requirements
~ Lead 2 key sales projects with BMW consultants – Retail Performance and Sales Funnel Management
~ Lead 2 key projects with Ferrari/Maserati Salesforce and Jaguar Land Rover Lynx implementation
~ Created a systematic group-wide sales retention strategy and the result added 2 successful sales per month

CRM Assistant Manager *at Euro Motors from April 2015 – January 2016*

~ Transformed the Call Centre from pen and paper to a fully polished paperless process on the DMS Autoline
~ Re-written the team's process flow completely and approved it with the audit and board within 9 months
~ Implemented the CC Telephony Integration (CTI) and Customer Contact Management (CCM) with CDK
~ Utilized Autoline Report Generator to build over 10 KPI's and reports for the CC Teams
~ Created smart utilities in Autoline that sends an SMS of the dealership location to clients
~ Driven the sales inbounds to a friendly system process where the CC opens client enquiries for sales follow-ups
~ Restructured incentive schemes to elevate service levels for sales customer care and data collection quality
~ Developed an aftersales influenced KPI, to look at the CC Productivity, Effectiveness and Utilization
~ Trained the CC on manufacturer tailored scripts and then re-tailored them to the local culture
~ Restructured a systematic Customer Satisfaction Index and again the Net Promoter Score process
~ Created a fully data-driven analytical dashboard of complaints and satisfaction/promoter surveys
~ Implemented the Intaleq loyalty program being the first in the region and built all the backend scripts

Autoline Administrator *at Euro Motors from September 2013 – March 2015*

~ Automated backend system functions to help alert key stakeholders of errors and data quality
~ Held leading roles in any Dealer Management System related projects
~ Automated a script that ensured all printers were running, this was a major problem for cashiers
~ Elevated the SLA's of all support tasks by taking preventive and corrective action measures
~ Lead the BMW Sales KPI's Project with Automatic reports that were emailed to each executive
~ Developed backend scripts with JLR on Project Lynx to transmit specifically formatted data
~ Developed backend scripts with JLR on Super Service Triage to generate specific sets of data

Sales Administrator *at Y.K Almoayyed and Sons from December 2011 – August 2013*

~ Trained all sales team the on the DMS alongside a proper documentation
~ Created a process for ownership transfers even when providing internal finance
~ Developed the used cars processes away from a completely manual procedure
~ Completely redesigned all Stock, Reservations & Sales, Accessory and Work-In-Progress Reports
~ Developed a system procedure to ease the Trade-In Hire cars along with the accounting technical on the system

FINANCE EXPERIENCE

Personal Portfolio Management *from June 2015 – Present*

~ Dynamic professional offering comprehensive and progressive years of experience
~ Highly analytical with solid expertise in reporting and processing financial data
~ Excel at pinpointing and resolving exceptions, errors and reporting differences using quantitative methods
~ Gained improving results year on year with taking a 5-digit account to an excess of 80% returns (Leveraged)
~ Keen on ratio analysis in order to come up with impactful recommendations on equity securities
~ Possess solid understanding of due diligence process; capable of financial planning, financial reports analysis, portfolio management, and investor relations
~ Worked independently with private investors to resolve remittance issues and fees disputes
~ Placed 100s of trades in various derivative instruments including Forex, Stock, Commodities, Crypto, Indices
~ Engaged with multiple global brokers from Market Makers, Dealing Desks to STP and ECN accounts
~ Reviewed regulatory frameworks and changing requirements in few jurisdictions for capital protection
~ Built skills in conceptualizing, developing, and implementing strategic changes to improve entry points in FX
~ Researched and Automated several Quantitative Trading Strategies published on reputable sites like Tradingview
~ Utilized multiple leverage ratios ranging from 100:1 – 1000:1 in contracts for differences (CFD)
~ Speculated by long/short positions to gain exposure to specific market volatility
~ Held a portfolio of indices combined with automotive equity exposure
~ Performed conglomerate analysis of companies such as Daimler and Volkswagen during rising euro emissions