

RADHIYA MOHAMMED



Position: Sales Manager | Sales Consultant | Customer Relation

Experience: 10+ Years

Educational Qualifications: Intermediate

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Current Location: Kingdom of Bahrain.

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Summary of Career

- Adaptable and efficiency-orientated **Sales Manager/ Customer Relation Manager** with **10+ years** of combined experience in **Business, Auto Mobile and hospitality management**.
- **Familiarity & interest in industry's latest trends**
- With valid **UAE driving license** and in-depth expertise in **B2B and B2C sales**.
- Adept in **innovative market penetration strategies, reducing marketing cost and lead generation time, enhancing corporate brand image**.
- **Reducing operational cost** thereby contributing to departmental objectives and bottom-line profitability of the organization worked
- **Influential communicator** able to **guide cohesive teams** toward shared goals and advancement.
- Recognizes and **resolves problems quickly** and efficiently to **positive relationships with guests to promote customer satisfaction** and loyalty
- Outstanding experience in **Hospitality and customer service**
- Have a **flair for traveling and exploring new places** while interacting with new cultures.
- Proficient in MS Office Suite – Word, Excel and Power Point
- Familiarity with office equipment, telephones, copy machines, and fax machines

Major Roles in Various Organizations

➤ Property Investment Advisor in ZGC Properties Dubai, UAE	April 2018 to Present
➤ Customer Service & Area Sales Manager in Romana F&B, UAE	April 2016 to March 2018
➤ Show Room Sales Manager in Intercor MNC Agency, Bahrain	April 2014 to February 2016
➤ Senior Sales Consultant in Hyundai Car Showroom, Bahrain	February 2013 to March 2014
➤ Customer Service & Sales Consultant in Hyundai Car Showroom, Bahrain	March 2007 to January 2013
➤ Sales Associate in American Express, Bahrain	May 2003 to February 2007

Employment Records-Presently working in PSI Real Estate LLC (Property Shop Investment)

ZGC Properties : **Dubai, UAE**

Job position : **Property Investment Advisor**

Year : **April 2018 – Present**

- Drive sales and generate interest in the community by providing professional tours of luxury apartment homes, amenities and the surrounding area.
- Nurture lasting relationships with tenants and buyers, improving renewal rates for existing leases.
- Matched potential residents and buyers with available properties based on wants/needs and budget.
- Handled 20+incoming calls per day, qualifying prospective residents and buyers, determine their needs.
- Collected, accurately documented and deposited payments, security deposits and other fees.
- Assess new territories and target new projects and customers.
- Developed success relationships and built sales pipeline as industry expert among customers and partners

Romana F&B Group of Companies	:	Dubai, UAE
Job position	:	Customer Service & Area Sales Manager
Year	:	April 2016 – March 2018

- Managing a team Size of 6 members with a robust lending portfolio;
- Formulate and develop customer success strategies and action plans for prospective and existing;
- Ownership of customer relationships portfolios and complete management of direct reports' activity relating to their daily operational activity
- Leading in customer facing operational and service review meetings and dealing with customer challenges.
- Ensuring that all customer orders are registered and confirmed within agreed frame lines
- Organizing top-to-top meetings with key accounts to ensure strong relationship and remove business obstacles, aligning with long-term company direction.
- Planning, organizing and implementing marketing and promotional campaigns
- Providing a consultative solutions sales process to prospective customers and enhancing customer relations through all phases of sales cycle
- Conduct regular sales and business reviews to evaluate customer service and sales performance
- Regularly participating in monthly sales meetings with the management presenting reports
- Facilitate customer discussions at management meetings, quarterly planning sessions
- Adding new ideas and implementations to increase sales and profitability and to improve customer relations.

Intercol MNC Agency	:	Bahrain
Job position	:	Show Room Sales Manager
Year	:	April 2014 – February 2016

- Directly supervise activities of 15 retail sales workers.
- Establish and implement policies, goals, objectives, and procedures for the department.
- Assisting customers with purchasing decisions and responding to customer inquiries
- Managed complete cycle of planning, budgeting and merchandise returns in showroom.
- Review inventory and sales records to prepare reports for management and budget departments
- Identified current and future customer requirements by establishing rapport with potential and current customers to understand service requirements
- Maintain knowledge of competitor products and promotions
- Maintain store staff job results by coaching and training store staff.
- Managed open day product sale exhibitions in warehouse and organized product display and pricing

Hyundai Car Showroom	:	Bahrain
Job position	:	Senior Sales Consultant
Year	:	February 2013 – March 2014

- Achieve sales performance by meeting periodic and annual sales targets, while ensuring maximum profit gained from each transaction and maintaining the potential for repeat business.
- Developing client specific sales strategies, formulating innovative ways to boost the organization's turnover and initiating new client relationships.
- Constantly improve knowledge to demonstrate vehicles and ensure all queries are met and leads are efficiently converted into sales.
- Maintain good knowledge regarding banking and credit requirements in order to obtain finances whenever required by clients.
- Taking care of certification in different levels
- Enhance good level of response time between customers and bank and credit departments.

Nissan Car Show Room : **Bahrain**
Job position : **Customer Service & Sales Consultant**
Year : **March 2007 – January 2013**

- Review arrival lists to welcome guests
- Attend to special guests (e.g. VIPs) and answer their inquiries
- Achieved Customer service excellence award
- Trusted adviser to customers - recognized for proactive sales consultation
- Provide highest levels of customer service by providing a knowledgeable, courteous, responsive and efficient service projecting the quality image of Nissan cars
- Ensure customers' expectations and requirements are exceeded throughout the sales experience
- Seek and secure repeat and additional vehicle sales using prospecting, follow-up, referral and other available methods.
- Ensuring an accurate flow of information between customer, dealership and manufacturer in the availability and delivery of vehicles
- Discovers and retain customer wants and needs and understand their buying motives
- Excellent product knowledge including options and car accessories
- Developed improved customer satisfaction program by following up on customers feedback
- Handle day-to-day customer complaints and any major customer challenges
- Delivering results and meeting customer expectations

Achievements

- ❖ Successfully developed new sales pipeline in new locations in UAE
- ❖ Remarkable sales revenue generation within 4 months in business
- ❖ Promoted as Area sales Manager within 4 months in business
- ❖ Actively arranged promotions and events in new supermarkets
- ❖ Ability to lead, develop and manage and support a team of sales professionals
- ❖ Introduced new corporate relations with MNCs for bulk stock orders
- ❖ Successfully participated in exhibitions to showcase the products and increased revenues
- ❖ Achieved recognition award for best showroom management and sales in the region
- ❖ Achieved business target successfully for two quarters

Educational Qualifications

Higher Secondary School-Pakistan Urdu School, Bahrain. 2000

Personal Details

- Nationality : Bahraini
- Marital Status : Married
- Language Known: English, Arabic, Urdu, Hindi