

SALEM ALDOSSARY

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EXPERIENCE

Yusuf Bin Ahmed Kanoo Company Limited, Dammam, Saudi Arabia

Administrator

June 2022- Present

- Ensuring 100% on-time delivery rates of spare parts and welding orders by closely following up with clients and coordinating with employees across 5 branches, ensuring timely delivery and upholding quality standards.
- Achieved a remarkable up to 150% increase in purchasing value from existing customers by showcasing additional products, and services tailored to meet customer needs and preferences.
- Successfully resolved customer complaints with 24 to 48 hours, resulting in a high customer satisfaction rating.

Freelancer, Saudi Arabia

Marketing And Marketing Research and Analysis– Part time

March 2020- Present

- Increased restaurant sales by 70% by conducting a comprehensive survey involving over 100 individuals, analyzing the data, and developing and implementing a revamped menu that aligned with customer preferences.
- Helped a shoe store expand into a new branch by performing extensive market research and competitor assessments, utilizing the findings to provide strategic recommendations for competitive pricing strategies, and effectively positioning the store in the market.
- Increased store sales by 60% by actively participating in direct sales activities, engaging with customers, and offering personalized assistance, demonstrating exceptional salesmanship and product knowledge.

Al Jabr Holding, Dammam, Saudi Arabia

Collections Supervisor

March 2007 – Dec2012

- Oversaw a team of 50 employees in the collections call center, providing leadership, guidance, and coaching to optimize performance and meet departmental objectives.
- Effectively communicated with 8 branches of the company, conducted regular visits to branches every 2 to 3 months, ensuring coordination and alignment of collection efforts across the organization.
- Received two recognitions for outstanding performance as a Collections Supervisor for the years 2011 and 2012, acknowledging exceptional results in debt recovery, team management, and achieving collection targets.
- Identified opportunities to facilitate debt repayment by suggesting flexible payment methods and introducing revised contract terms that mutually benefited clients and the company, leading to higher debt recovery rates, and strengthened client relationships.

EDUCATION

Pacific Lutheran University, Tacoma WA, United States

Bachelor of Business Administration

August 2019

CERTIFICATIONS AND PROFESSIONAL TRAINING

Tacoma Community College, Tacoma WA, United States

English for Academic Purposes and General Education

September 2013- September 2016

North Seattle College, Seattle WA, United States

Intensive English Program

January 2013- September 2013

PROFESSIONAL SKILLS

□ Customer Relations, Market Research and Analysis, Project Management, Data Analysis, Surveying, Marketing. □ *Computer Skills*: Proficient in Microsoft Office Suite (Word, Excel, Outlook) □ *Languages*: Arabic (native), English (Full Professional Proficiency).

ADDITIONAL INFORMATION

- Actively pursue continuous learning and skill development by enrolling in multiple courses and training programs.
 - Completed the "Marketing with Purpose Course" offered by Microsoft
 - Obtained the "Microsoft Advertising Certified Professional" certification
 - Earned the "Real Estate Marketing Certification" from the Saudi Real Estate Institute
 - Completed the "Content Marketing" course from HubSpot Academy
 - Successfully completed the "SAP & Enterprise Software Program" and "Creating Business Value with User Experience" courses from Lawrence Technological University PDC in 2016
 - Enhanced personal finance skills through the "Collection Management for Personal Finance" course offered by the Chamber of Commerce and Industry - Eastern Province.
 - Completed "How the Internet of Things and Smart Services Will Change Society" course at Lawrence Technological University PDC in 2016.
- Designing and marketing a personal website portfolio to showcase professional skills, projects, and achievements for potential employers or clients.