

Aya Alredani

📍 Dhahran, SA 📞 +966 50 800 2067 ✉️ ayaalredaniofficial@gmail.com

SUMMARY:

Accomplished professional specializing in management, operations, team leadership, and strategic planning, Proven ability to tackle complex challenges through innovation and collaboration, Passionate about driving growth through data-driven decisions, emotional intelligence, and an entrepreneurial mindset, innovation, adaptability, and continuous development.

EDUCATION:

Arabic Open University - AOU - Student
Bachelor of Business Administration - Marketing .

Anas Academy LTD - UK - 2021

Diploma Degree of Graphics Design
and Motion Graphics .

LANGUAGES:

- Arabic
- English

CORE SKILLS:

SOFTWARE'S

- Microsoft Office
- Photoshop
- Adobe Illustrator
- Premiere Pro
- Acrobat
- QuickBooks
- Foodics
- Jisr Hr

SOFT SKILLS:

- Time Management
- Problem solving
- Communication skills
- Persuasion & Negotiation
- Team Collaboration
- Leadership
- Creative Business thinking
- Emotional Intelligence
- Adaptability

CERTIFICATIONS & COURSES:

- Professional Project Management Course - PMP.
- Business Administration-Accounting in QuickBooks.
- Developing creative and innovative imagination
- Entrepreneurship and projects workshop.
- KPI Course .
- Self-building series - self-control
- Understanding Customers
- Interactive Presentations
- Business administration seminar.
- Marketing strategies for entrepreneurs.
- basics of digital marketing and social media sites.
- Professional English Speaker.

EXPERIENCE:

Manager

2022 - Currently

The White Cottage Est

- Analyze sales data and performance to drive informed decision-making by a strong analytical mindset within Sales Statistics .
- Assigning sales territories and leads, providing guidance and mentorship to sales representatives.
- Effectively relaying information from upper management to the sales team.
- Successful management of the IKTVA - IPTC - Firefighter exhibitions through effective teamwork, leading to significant enhancements in the organization's market presence.
- Creating Letter and memo , organizing and managing documents, and maintaining copies of all records.
- Developing marketing ways according to seasons and trendy events.
- Develop long-term goals and Planning to achieve them.
- Motivate and guide team members to reach their full potential and work cohesively.
- Address and resolve conflicts within the team to maintain a positive and productive work environment.
- Supporting team growth through coaching and development to ensure continuous improvement.

Customer Service and Sales

2021 - 2022

The White Cottage Est

- I have refined my interpersonal and communication skills to ensure that customers feel valued and understood, leading to increased loyalty and repeat business.
- Deep understanding of customer needs, allowing for confident recommendations and increased sales.
- I have gained valuable experience in income calculation.
- Consistently receive an excellent rating on the service.
- I gained skill in facilitating entry procedures and accelerating sales processes to increase sales , Skillfully negotiating with customers to find mutually beneficial solutions, particularly in pricing and terms.
- Listening carefully to customer needs and concerns to provide customized solutions.

Training as Customer Service

2020 - 2021

Dhay Center

- Efficiently and swiftly handling customer inquiries, maintaining high levels of service even during peak hours.
- I possess comprehensive knowledge of the products I've managed, including a deep understanding of their features, benefits, and specifications.
- I created social media posts, developed pricing proposals, and designed visual advertisements.
- I have gained valuable experience in providing exceptional customer service and ensuring customer satisfaction, Over the course of a year-long training, my passion for creating and managing a business has significantly increased.