



Ahmed Abdulkarim Al-Haddad

Villa 713 Road 3427 Block 234 Samaheej – Kingdom
of Bahrain

Mobile: +973-37799392 E-mail: Ahmed.alhaddad92@gmail.com

Personal Profile

I am an energetic person with a strong communication skills and rich experience who is aiming to work in a place where I can use my skills and improve, add value and help the company to grow and achieve their goals.

Education

[2007 – 2010] [Commercial] [Al-Hidaya Secondary School]
Grade achieved: High School Certificate

[2010 – 2011] [Retail Sales Operations] [Bahrain Institute for Hospitality and Retail]
Grade achieved: Diploma in Retail Sales

[2011 – 2012] [Travel & Tourism Operations] [Bahrain Training Institute]
Grade achieved: Diploma in Travel & Tourism.

Work Experience

[Jul 2012 – Dec 2014] [Customer Care Representative] [VIVA Bahrain]

Main duties performed: Answering customers calls & inquires, assist in technical issues, selling the voice & broadband packages, and maintaining high level of customer service.

[Dec 2014 – Oct 2017] [Business Development / Admin] [Dream Body Enterprises]

Main duties performed: Help identifying the franchise and leads, close the sales deals, well as arranging the bookings of expos, hotel & air tickets for the business development department, also assist in training for the company employees, assisting in company's projects with different departments, provide general administrative support for all departments, filing and dealing with correspondences, handling & ordering office supplies as well as the maintenance matters, assisting in marketing planning.

Note: Company Closed Down.

[Dec 2017 – Sep 2019] [Customer Services Supervisor [BMMI]

Main duties performed: Responsible for assisting in managing the store's full daily operations, also for the corporate daily orders, ensuring the availability of the items to achieve the highest sales results possible, preparing team's weekly schedule, checking the receiving / wastage reports, handling customer's escalated complaints, acting as the store's manager on behalf of the management, making sure that the store is tidy and clean and the shift runs smoothly on a daily basis, ensuring that the staff are providing great customer service as well as monitoring the financial performance of the store, making sure that the safety and security as well as the company's policies and procedures are followed, control the merchandising and promotions display through the grocery team, conducting staff trainings and ensuring that everyone is up to date with what's new , as well as preparing staff performance appraisals.

[Sep 2019 – Dec 2019] [Operations Manager] [Smart Washr Bahrain]

Main Duties Performed: Acting as Bahrain Country Manager, onboarding new suppliers, managing active suppliers, sourcing new potential suppliers, attending events and represent the company locally and internationally, developing new business opportunities by looking for potential clients, developing proposals, and pitching them, assure customer retention by overseeing all orders from the start to finish to meet the quality standards, increase delivery efficiency by assuring fleet drivers are clear on their dedicated routes and proper knowledge on workflow, writing progress reports and presenting status updates, hiring new staff and training them, strategy and cost & budget planning, as well as business development and marketing planning, and many more other responsibilities.

[Dec 2019 – May 2020] [Customer Services Manager] [Tamimi Markets]

Main Duties Performed: Managing all aspects of the Customer Services department and check-out area, responsible for overall operations of the team, being the point of contact for the supervisors, monitoring day to day financial figures (opening/closing), approving voids or Returns, preparing appraisal reports of the Supervisors / Cashiers / Support Staff, Acting Store's Assistant Manager.

Skills

Technical: Microsoft Office and Google apps, Emails proficiency as well as excellent internet research skills.

Interpersonal: Teamwork spirit and excellent communication skills, very hardworking and flexible, attentive to details, friendly.

Other: (Languages):

- 1- Arabic: Mother Tongue (Writing, Reading, Speaking).
- 2- English: Fluent (Writing, Reading, Speaking).

Trainings & Courses:

- 1- Customer Service Excellence (VIVA Bahrain).
- 2- Essential Communication Skills (BMMI Bahrain).
- 3- Service in Retail (BMMI Bahrain).
- 4- Supervisory Skills (BMMI Bahrain).
- 5- Personal Productivity (BMMI Bahrain).
- 6- Business Correspondence (BMMI Bahrain).

Hobbies and Interests

I love football, video games, and reading anything comes in my hand.

References

Name	Company & Designation	Phone Number	Email
Mr. Talent Machiridza	Store Manager (BMMI-Alosra)	+973-34206962	Tmachiridza@alosra.com.bh
Ms. Kristel Joy Yap	Business Development/ Franchise Manager	+973-33303076	k.yap@dreambodycentre.com

