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## bahraini

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# OBJECTIVE

Along with a BBA Honors Degree I have 18 years of diversified experience in Telecom, Retail, Manufacturing and IT industries. Throughout my tenure I have shown versatility towards Sales, Merchandising and Inventory Control. I believe, in achieving the best through self-motivation and honesty. My aim is to work towards a common goal, “Growth”, through my diversified experience and credentials.

# ACHIEVEMENTS

**Product Analysis**

* Provided Forecast of Sales Trend to Directors based on which Budget was drafted.
* In Liaison with the IT Department brought modifications to the existing report layout resulting in increase in accuracy of the report.

**Reporting**

* Based upon the sales trend provided analytical report and strategy which increased the sales by 12%.
* Data Rendered, Rectified and Analyzed 40 to 50 reports studying the sales trends, its comparison based upon which necessary action was taken by finance marketing and operation department in achieving the targets.

**Merchandise**

* Developed a Reporting structure based on which supply and demand was handled for Bahrain Modern Mills and Roasters.

**Sales**

* Was chosen as a Trainer where new staff was first given to me for on the job training on company standard and procedures.

# AWARDS

1. **Twice** I was assigned as one of the **Key Team Member** in the **Data Analytics Launch Team** – MTC Vodafone (Zain) for – Bahrain (2003) & Saudi (2008).
2. **1st Prize – Best Idea** for Increasing Sales MTC Vodafone (Zain) – Bahrain.
3. After two years of working as Sales Executive **I was promoted** to Shop Manager.

# Work Experience

**06. 2018 – To date Ebrahim K. Kanoo**

**Parts Advisor**

Reporting To: Sales Manager - Parts

**Responsibility**

* Counter Sales.
* Enquiring about the customer’s problems to find out his requirements.
* Technical assistance to the customers to provide exact parts required.
* Upselling by giving advice for additional part requirements to complete the technical faults of the vehicle.
* Handling Customer Enquiry calls from within and outside Bahrain.
* Responsible for Opening and Closing of the shop.
* End of the day reports to the Finance Department.

**07. 2008 – 07. 2017 Zain Telecommunications Company - KSA**

**Product Report Analyst – Team Leader**

Reporting To: Reporting Manager

Subordinates: Sales Support Specialist (2 members)

**Responsibility**

* Processing & **Data rendering** all sim behavioral reports.
* Providing **Forecast on Sales Trend** based on which Budget was drawn which impacted the accuracy of the report.
* Monitoring close Caps on Sales trend and sim behavior to avoid any misinterpretation of report and to monitor the progress.
* Ensuring the **accuracy** of the reports.
* Sales commission accrual – **commission calculation & allocation.**
* Handling the logistics of sim from initiation till the end user.
* Having close coordination with Partners, Franchises and Agents.
* Reports Generated were directly sent to Chief Marketing Retail and Directors.
* Handled **Sim Simulation and Testing**
* In Liaison with Agents issuing commission based upon the Sales.
* In Liaison with IT Department **design reporting structure**

Skills Used 1) Well versed with Pivot Tables

2) Formulas, Graphs, Data Rendering & SQL Database

3) Tools: Toad, Teradata, TREWARDS

**07. 2003 – 05. 2008 Zain Telecommunications Company - Bahrain**

**Sales Agent**

Reporting To: Retail Manager

Subordinates: Team Members

**Responsibilities**

* Ensure all complaints are handled within the allocated time span and as per company standard.
* Ensuring stock accuracy and record keeping as per designed system.
* Provide Employee Training on New Offers/Products.
* Responsible for the Operating and Closing of the showroom.
* Liaising with the Maintenance Department to ensure shop maintenance.

**07. 2002 – 06. 2003 Syed Junaid Alam W.l.l. Perfumes**

**Showroom Manager**

Reporting To: Sales Manager

Subordinates: Sales Representatives

* Ensure the availability of items in demand.
* Train Staff on Company Standard procedures and selling skills.
* Stock Handling (Ordering, Receiving and Dispatching).
* Responsible for Opening and Closing of the shop.
* Reporting End of Day Sales Reports to Area Sales Manager.
* Build and Maintain strong and long lasting relations with the customers.
* Reporting Sales trends and forecast to management team.

**06. 2000 – 06. 2002 Syed Junaid Alam W.l.l. Perfumes**

**Sales Executive**

Reporting To: Showroom Manager

Subordinates: Jr. Sales Representatives

* Stock Handling (Ordering, Receiving and Dispatching).
* Reporting End of Day Sales Reports
* Build and Maintain strong and long lasting relations with the customer.

**05. 1999 – 03. 2000 Bahrain Modern Mills and Roasters**

**Merchandise Executive**

Reporting To: Merchandise Manager

* Handling Stock availability and allocation for the Five outlets.
* To closely monitor minimum stock cap and to replenish in time.
* To coordinate Purchase Orders with existing suppliers.
* Maintain healthy relations with suppliers.
* Stock taking on monthly basis.

**02. 1996 – 08. 1998 Royal Computers – Pakistan**

**Sales and Marketing Executive (Computer Hardware & Software)**

Reporting To: Sales & Marketing Manager

* Handling Stock availability and allocation
* To coordinate Purchase Orders
* Stock Taking

# Software

Operating Systems **Microsoft Windows**

Applications **Microsoft Office** (Word, Excel, PowerPoint, Access)

**Oracle Database: Introduction to SQL**

# PROFESSIONAL TRAINING & QUALIFICATIONS

Diploma Ticketing and Reservations

Certificate Safety Awareness

Selection Toolkit

ABC of Leadership

Coaching for Better Performance

Performance Orientation

Oracle Database: Introduction to SQL

# Education

1998 **Bachelor of Business Administration**

Specialization – Marketing

1994 **F.S.C.**

Specialization – Science

# Languages

English Spoken & Written

Arabic Spoken

Urdu Spoken & Written

Punjabi Spoken

Hindi Spoken