

Mohamed AlZaydi

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Summary

Over 10 years in business field of sales & marketing with 2 years of strong experience in business management as a Department In-Charge.

Experience

Department in-charge

Swissport Saudi Arabia Ltd. • Dammam, Eastern Province

04/2019 - 04/2021

Worked as Department in-charge of busy operation and administration of passenger department.

Managed 21 staff, including 2 supervisors.

Raised profitability by 20% from the first year through focusing on relationship management with passengers and clients (Airlines/ B2B with Airport companies in and out).

Monitored performance of the business, identified sales and business growth opportunities, and worked on the development of new business plans.

Worked closely with the top management in order to increase brand awareness and attract new customers/clients.

Customer Service Supervisor

Swissport Saudi Arabia Ltd. • Dammam, Eastern Province

07/2016 - 03/2019

Responsible for customer service, marketing and displays.

Account management on existing and prospect clients.

Day-to-day operation and performance monitoring.

Gained 3 major clients in the first year.

Designing and implementing a strategic plan that expands the company's customer base.

Understand our ideal customers and how they relate to our products.

Built and maintained professional business relationships; assisted in accounts management, and implemented new business development processes and procedures.

Motivating and assisting my staff to improve their performance, as well as training new trainee.

Advance Relationship Officer

HSBC SABB Saudi British Bank • Dammam, Eastern Province

03/2013 - 04/2014

Managed a sales team, trained and supervised multiple Sales Representatives, and was in charge of the implementation of new sales programs.

Maintaining healthy and winning relationship with Clients/Customers.

Responsible for marketing and selling the bank's products and services through direct and cross-selling techniques while maintaining a high quality service. In addition to developing relationships with customers and ensuring that their profiles are up to date.

Communicated with key clients and provided professional financial advice and recommendations to them.

Led company rebranding, operations, and sales efforts, increasing sales 150%.

Customer Service Representative

HSBC SABB Saudi British Bank • Dammam, Eastern Province

01/2009 - 03/2013

Improve customers' banking experience with the bank by ensuring that the customers are attended to promptly and all their challenges are resolved without delay.

Participate in marketing and awareness campaigns within the bank to create an enlarged customer base.
Selling bank products and services directly to consumers.
Identify opportunities to promote banking products and refer clients to appropriate managers.
Build customer relationships.
Maintain and manage existing accounts.

Education

Bachelor's degree (Business Administration in Management).

King Faisal University • Dammam, Eastern Province
08/2020

Higher diploma (Accounting and E-Commerce)

Institute of Public Administration • Dammam, Eastern Province
01/2009

Skills

Customer Acquisition Strategies, Sales & Marketing, Creative Strategy, Lead Generation, B2B Marketing, Account Management, Customer Relationship Management (CRM), Negotiation Skills, Time Management, Business Planning, Sales Effectiveness

Languages

English- Full Professional Proficiency, Arabic- Native Language

Courses

- Shift Manager - at Swissport
Feb, 2020 - Mar, 2020
- Relationship Management - at SABB
Mar , 2013 - Apr , 2013
- Quality and Safety Awareness - at Swissport
Jun, 2019 - Jun, 2019
- Finance Management - at SABB
Sep, 2009 - Oct, 2009
- Anti-Money laundering - at SABB
Apr, 2009 - May, 2009