***Curriculum Vitae***



***Personal Data:***

**Name** : DEYA EDDEN HIKMAT SHAGALEIH ضياء الدين حكمت شقلية

**Nationality** : PALESTINIAN /فلسطيني

**DOB**  : 17/7/1979 AD

**Marital Status** : Married

**Place of Residence** : SAUDI ARABIA , KHOBAR (WITH TRANSFERABLE IQAMA)

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# *Objective:*

 Seeking a full-time job in the field of **Business Management and Marketing**.

***Education:***

* B.A. in Marketing, Zaytonah University, Amman, Jordan, 2001.
* G.C.E., Dammam, Eastern Province, Saudi Arabia.

***Work and Responsibilities:***

**01/11/2002 - 10/01/2004 (Meridian Hotel ) - ASSISTANT FRON OFFICE MANAGER**

* Following up with the customers and providing an excellent service
* Training new employees and providing them with a clear and concise career within the organization and providing them with an excellent services for customer.
* Checking and managing the restaurant and coffee shop inside the hotel and make sure the restaurant from inside is clean and organized and make sure the stuff is available when we need it and the food in the perfect condition.
* Make sure that a meeting hall it’s in the perfect condition clean and organized and ready for the people.

**14/01/2004 - 30/03/2004 (Al-Othman Group Co. ) -Executive Purchasing officer**

* Petroleum equipment purchasing executive
* Purchasing petroleum tools such as pipes, valves, flanges, and accessories
* Maintaining coordination with Petroleum companies and sales contracting activities.
* Closing Deals and Follow up of Importing and Exporting Goods
* Controlling documents

**7/3/2004 - 18/5/2006 (Aljazeera Aluminum Co.) - BRANCH MANAGER**

* Dealing with engineering projects (aluminum-glass….etc.)
* Managing the Sales
* Preparing Time Sheets for all employees in site
* Closing Deals and following up through direct sales approaches
* Preparing Material Requisitions
* Handling Administrative work
* Inspecting Schedule Compliance
* Conducting mentoring sessions for new employees and introducing them to the products.
* Following up with the supervisors about the new product collections.
* Fixing appointments with customers for product delivery
* Checking the product conditions before delivery
* Adding new ideas and approaches about how to improve the sales services.

**2/6/ 2006 - 27/9/2012 (IKEA Co.) – EXCUTIVE SALES TEAM LEADER AND HOME FURNISHING SERVICES OFFICER.**

* Setting the weekly action plan about the sales and displaying new products.
* Distributing purchasing roles among team members according to product area.
* Following up employee performance through a set marketing plan.
* Coordinating with communication and material design sections for attaining the best show results and highest sales.
* Flowing up reports particularly top seller items –concrete –overstock items-EDS-newly produced items.
* Finding suitable solutions and setting new substitutes in the absence of desirable outcomes.
* Achieving the target goals and profits
* Planning and preparing for seminars

**01/10/2 012 – 30/04/2017 in SAMCO COMPANY (FARM SUPERSTORES) -STORE MANGER**

Duties…

Operating the branch included the following tasks:..

* Customer service and finding solutions for client’s major problems such as returning or substituting expired items as well as issuing saving cards and reporting clients complains.
* Distributing tasks among shelf-boys such as organizing aisles items on the shelves cleaning and pricing as well removing expired items out of the shelves
* Following up item exhibits especially issuing the promotion catalogue and making sure items prices are identical with those on shelves.
* Organizing daily schedules and working hours for all workers according to day work cards
* Following internal operations at the store such as delivering or handling delivered items and following up stock items especially fast consumed items.
* Preparing an order of the top seller items in coordination with the general management office for sales or purchasing department.
* Checking and following up workers performance as well as clean-up operations and removing expired or spoiled items.
* Sealing off sails and the end of the work day and checking the outcome of the sails and making sure all money has been counted and cashed correctly.
* Locking up the branch after making returning loose hand back to its place.
* Making all operations work in all sections in the store.

**Training:**

* Training Course in Placing Orders, IKEA, Riyadh, S.A.
* Training Course in Shop keeping, IKEA, Khobar, S.A.
* Training Course in Business English & Report Writing, IKEA, Khobar, S.A.
* Training Course in Time Management, IKEA, Khobar, S.A.
* Training in sales space management .IKEA Khobar .SA
* Training in Microsoft office programs (excel –world- power point…etc.)

**Additional Qualifications:**

* Ability to lead and manage work teams under pressure and achieve high-profile targets.
* Efficient at analyzing market requirements and assessing consumer needs.
* Ability to do research, set work plans, and prepare progress reports.
* Agile, active, always on the alert, and friendly.
* Communication skills along.
* Ability to manage and controlling to many sections or departments.