***MOHAMED ARFAOUI*** **

**PERSONNAL PROFILE**

**Date of Birth** Tunis, October 01, 1983

**Nationality** Tunisian

**Current address** Saudi Arabia Riyadh

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**Driving license** UAE & Qatari driving license

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**Profile Summary**

Seeking to work in dynamic environment in challenging position to expend my skills while contributing to the organization’s goals as well as my own professional pursuits.

An effective communicator with strong presentation, people management, interpersonal, negotiation, analytical and problem-solving skills

Expertise in managing and controlling of the organization’s receivable and Sales related activities.

Gained significant experience in car market in Middle East.

**SKILLS**

* Able to work as part of a busy sales team.
* Ability to build a rapport with a wide range of people.
* Ability to prioritize and meet deadlines on multiple assignments.
* Ability to comprehend, capture as well as interpret basic customer information
* Analyze the various parts of a problem properly and develop logical solutions
* Self-Starter, Proactive with sound judgment, Planning skills for Strategic Business Development
* Professional selling approach
* A sound knowledge of telephone etiquette
* Persistent, creative and a team player with strong decision-making skills
* Strong leadership, communication and organizational skills.

**Professional experiences**

**Al Mana used Cars Company :**

**Authorized dealership : Ford , Jeep, Dodge , Peugeot,Chrysler and**

 **Ram**

 **(Doha, Qatar) Septembre 2018 – April 2022**

**Showroom Manager :Cars Buyer Expert / Car Evaluation**

* Ensures sales personnel are motivated, thoroughly trained and highly professional with regards to interactions. Setting up sales target for staff and support in selling vehicles.
* Uses appropriate procedures for management, facilitate the sales department to generate expected levels of gross and net profit.
* Meet budget revenew and expence goal.
* Working together with the general manager, advice appropriate monthly and annual goals for the sales department.
* Prepair and present reports to the General Manager when needed.
* Establish and maintain active programs to follow up sales
* Establish and manage an inventory control sysetm which takes into account net profit goals to eliminate the chance of lower then expected profits..
* Making daily and monthly sales report and when every requested by general manager.

**Ibin Ajayan Trading Group : Authorized dealership: Seat , Skoda, Eveco , Mahindra, Ashley bus and truck**

 **(Qatar, Doha ) From July 2017- August 2018**

**Estimated and Reconditioning Supervisor / team leader**

* Organizing and controlling the flow of vehicles from sister companies to workshop.
* Preparing, conducting and administering Marketing planes to achieve set growth targets.
* Maintaining the Inventory to the targeted level keeping the interest to the minimal level,
Handling all aspects of administration of the department across all levels of interception with other departments,
* Responsible for the overall maintenance of inventory, mobilization, administration and sales of used vehicles across the group.

**Sellanycar.com (UAE Abu dhabi ) Octobre 2013 – June 2017**

**Team Leader buyer /cars buyer expert**

* Research good quality and prestigious brand cars to sell and earn profit.
* Assisting in purchase of vehicle.
* Coordinating with Dealers and negotiating on prices and margins.
* Developing and maintaining a trusted network of vehicles dealers.
* Substantial experience of purchasing and selling used cars.
* Sound knowledge of automobile kinds, make, estimated cost and depreciation.
* Extensive knowledge of buying practices and vehicle parts and supplies.
* Attending vehicle exhibitions and car shows as Company representative.
* Research good quality and prestigious brand cars to sell and earn profit.

**Emirates Auction (UAE Abu Dhabi) December 2011 – August 2013**

**Sales executive / car buyer expert / cars evaluation**

* Greeting customers, discussing their needs and advising on the most suitable vehicle. Showing customers the vehicles that are available and describing their features. Arranging test drives and accompanying customers on them.
* Handling new client enquiries and acting as the face of the business.
* Dealing with and resolving problems and issues which arise.

**Z.O.X SHOWROOM LUXURY CARS (UAE Abu Dhabi) January 2008– October 2011 Sales Executive**

* Attend showroom visitors in a professional and timely manner.
* Provide quotations and follow up with customers after presentations.
* Negotiate and finalize sales agreements.
* Giving out excellent customer service
* Assisted and persuaded customers for the selection and purchase product.
* Replacement of product if any defect within same brand.
* Maintained customer’s records and effectively handled other given responsibilities.
* Prepare proposals based on customer's requirements
* Keep a record of customer information.

**NISSAN (UAE Abu Dhabi) March 2005– Novembre 2008**

**Sales Consultant**

* Listen to customers to uncover purchasing needs and provide recommendations based on automotive requirements.
* Selling and promoting Finance, Insurance products and Paint Protection.
* Demonstrating vehicles to customers, including taking them for drives.
* Reporting to the vehicle sales manager on activities, reviews and analyses..
* Writing up sales contracts.
* Representing the company at trade exhibitions, events and demonstrations.
* Negotiating the terms of a sales agreement and closing sales.
* Following-up in-bound telephone enquiries, walk in prospects and emails enquiries.
* Preparing car purchase packages

**EDUCATION**

* Business Administration Certificate from CEFE
* ( UAE al Khwarizmi) Private school in Abu Dhabi( English Course)
* Secondary School 7th form
* Training Certificate in Guest Experience 1 and 2
* Certificate in Excellence Customer Service.
* Certificate in Excellence negotiation skills.
* Certificate in Time Management from Al Mana Group.

**LANGUAGES**

* Arabic: Mother tongue
* French: Fluent Speaking & writing
* English: Fluent speaking & writing

 **HOBBIES & INTERESTS**

Football, Reading, Learning New Languages, travelling

**REFERENCES**

Available on request