

## RESUME

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### Personal Information:

**Name:** Eman Mohammed Hammad

**Nationality:** Saudi

**Date and place of birthday:** Luton- England (3-1-1986)

**Social status:** Married

**Mother tongue:** Arabic

**English:** very Good command (Writing, reading and speaking)

### Academic Background:

Bachelor degree in English literature

GPA: 3.49 out of 5

University: King Saud university-Riyadh

Year of graduation: 2009

### Courses:

-The basic of Photoshop from 20/8/1426 to 2/9/1426

-Online course (Diploma in English for Business) on 30July 2016

-Attended portal course in Aramco

- Online course (introduction to CRM with hubspot) July2020

### Professional profile:

Responsible Operational support, professional with extensive sales experience with leader companies, experience with sales management and SAP portals, organized and detail-oriented with strength in project management and inventory control.

### Occupation:

Sales –Operation –Project Management:

<b>Present</b>	<b>Arabian Garment Factory Company for Uniform</b>
Duration	Oct 2016 until Oct 2020
Position:	Project coordinator (one of the leader uniform companies in KSA)
Responsibilities:	<ol style="list-style-type: none"><li>1-Supervising daily activities with ARAMCO, SABIC and SASREF portals (Orders and GR's.).</li><li>2- Handling a high volume of customer inquiries whilst providing a high-quality service to each caller.</li><li>3-Writing accurate and grammatically correct sales correspondence.</li><li>4-Tracking sales orders to ensure that they are scheduled and sent out on time.</li><li>5- Effectively communicating with customers in a professional and friendly manner.</li><li>6- Ordering and ensuring the delivery of goods to customers.</li><li>7-Supporting field sales team.</li><li>8-Contacting potential customers to arrange appointments</li><li>9- Speaking with customers using clear and professional language.</li><li>10- Resolving any sales related issues with customers.</li><li>11- Completing the administrative needs of the Sales Department.</li><li>12- Making follow-up calls to confirm sales orders or delivery dates.</li><li>13- Responding to sales queries via phone, e-mail, and in writing.</li><li>14- Accurately analyzing and assessing statistical data (Daily operation report &amp; Contact Follow up reports)</li><li>15- Making quotations for customers for new projects.</li></ol>
Duration	February 2014 until 11-June-2016

Position:	<b>Project coordinator for Aramco Relation and Assistant of sales in Cleopatra uniform company) - MISHNAN Group (one of Aramco suppliers)</b>
Responsibilities:	<ul style="list-style-type: none"> <li>1-Dealing with Aramco orders through SAP system(Aramco Portal system).</li> <li>-Receiving new orders and RFQ from Aramco portal</li> <li>-Publishing ASN “Advanced Shipping Notification“ (online packing for the ready PO’s)</li> <li>2- Writing accurate and grammatically correct sales correspondence</li> <li>3- Follow up DHL carrier to ship orders to Aramco.</li> <li>4- Accurately analysing and assessing statistical data (Daily operation report &amp; Contact Follow up reports).</li> <li>5- Checking daily payments and new RFQs through (ARAMCO PORTAL SYSTEM).</li> <li>6- Making quotations for customers for new projects..</li> </ul>
<b>Duration</b>	December 2012 _January 2014
Position:	<b>Executive Admin Assistant for the general Manager in AL HOKAIR group</b>
Responsibilities:	<ul style="list-style-type: none"> <li>1-Open, read, route, and distribute incoming mails and other materials, and prepare answers to routine letters.</li> <li>2-Attending the meeting for the head office departments in the Hotel and make the reports for the briefing meeting.</li> <li>3-Make monthly reports.</li> <li>4-Make monthly newsletter.</li> <li>5-Daily check for Heartbeat (Merlin), Booking.com, trip advisor (guest feedback).</li> </ul>
Duration	From 29/ 1/ 2011 to 19/ 12/ 2012
Position:	<b>Customers service representative in ALJOMIH Automotive Company</b>
Responsibilities:	<ul style="list-style-type: none"> <li>1- Responsible for daily operation with customer service section</li> <li>2- Translate the customers information to English language to be used on company system.</li> <li>3- Supervising customer service agents to achieve their daily tasks.</li> <li>4- Making monthly reports.</li> </ul>

### **Qualifications &Personal skills**

- knowledge of Microsoft office.
- Knowledge of Microsoft dynamic CRM (customer relationship management) for sales, marketing and customer service.
- Skills in using basic Photoshop.