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## HISHAM I. ABU ZAYDEH

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### Objectives:

To serve in an progressive organization where I can utilize my Business Experience & Practical skills to achieve their vision, mission and at the same time strive towards a rewarding career.

### Education

Bachelor of Business administration: 1995

Master in Political Science : 1998

### PROFESSIONAL EXPERIENCE

#### ▪ **Business Development Manager – After Sales** **AHCL – HONDA KSA (Aug. 2021 – Up to date)**

- increasing brand awareness, opening new sales channels, and coordinating public relations efforts.
- Sourcing, and Finalizing B2B repair contract with fleet clients and conducting the repairs and collection SOPs.
- Strengthening the business relation with B2B customers and full fill their requirements
- Plan for an ideal Incentive scheme and share the most effective solution in incentive policy creation for BD Managers, Fleet Service Advisors, coordinators & collectors.
- Making sure that all drawn plans & SOPs are smoothly implemented in operation and no Penalties or Override the policies.
- Do the required support to B&P Service operation to ensure that business Load is covering their monthly demand & target sales achievement.
- Meet insurance Company/manufacturers performance and operational guidelines

▪ **Business Development G.M**  
**ALJ CDC (AUTOHUB) Body & Paint Co. Ltd –Business Development & Credit Facilities**  
**Department**  
**ALJ Group Companies** : Jeddah (July 2018 – May 2021).

- Main Goal of job is “grow the company.” Through focusing on increasing brand awareness, bringing new customers, and coordinating public relations efforts.
- Follow up Client’s requirements thru the frequent visits to them in assigned weekly meeting schedule with each client to make sure that all committed terms are implemented.
- Plan for an ideal Incentive scheme and share most effective solution in incentive policy creation for BD Managers, Fleet Service Advisors, coordinators & collectors.
- Making sure that all drawn plans & SOPs are smoothly implemented in operation and no Penalties or Override the policies.
- Do the required support to B&P Service operation to ensure that business Load is covering their monthly demand & target sales achievement.
- Finalizing the repair agreements with the new clients, creating & opening the credit account for them to ensure that invoicing process is going smoothly by the client specific credit account code to collect company money by correct & proper way & time.
- Taking a lead role in developing and continuously improving the BP and Customer related business processes. Meet Mega performance and guidelines
- Increase market share
- Meet insurance Company/manufacturers performance and operational guidelines
- Development/ Support Projects and Programs for Continuous Process Improvement

▪ **Region Operation Manager - ER**  
**ALJ CDC (AUTOHUB) Body & Paint Co. Ltd – Service Operation Department**  
**ALJ Group Companies**: Jeddah (August 2015 – July 2018)

- Enforce budgetary control and ensure that targets are met by all BP Center reporting.
- Ensures that all BP Centers are operating smoothly according to Company Policy & Procedures.
- Publicizes service good reputation in managed area.
- Planning short-term and long-term recruitment requirements for productive and non-productive BP Service staff.
- Effectively utilizes manpower and facilities of the Center in the area to reduce idle time (inter-area transfers).
- Manage and sustain the CSI for stability business flow and “return” visits.
- Monitors, solves and reports Repairs problems in the area through utilization of area Quality Control.
- Monitor competitors’ activities and customer requirements, and report through Marketing Product Report.
- Builds teamwork spirit between staff of all BP Service Centers in the area.
- Improves Service Center productivity through:
  - Upgrading staff skills (training)
  - Proper utilization of facilities
  - Availability of equipment & SSTs
  - Implementation of Fix It Right program

- Performs other specific assignment as directed by National Service Division.
- Trains S/A to be developed as future service managers.
- Ensures cooperation between service managers and other departments in the Centers.
- Ensures that proper OJT is given to technicians as directed by Training Division.
- Executes BP Service Marketing Plans as laid out by Service Operation Department.
- Supervises and processes monthly incentives.
- Follow TMC Mid-Range Plan as applicable.
- Resolves all customers' complaint within the Center's area, with coordination with the Center Manager and Operation Department.
- Ensure that GD1 meets the target laid by the Company.

▪ **Business Development Manager**

**ALJ Body & Paint (GSO / CDC) - Business Development & Credit Facilities Department**

**ALJ Group Companies** : Jeddah (August 2011 – July 2015)

- Contribute in designing development activity, SOP and prepare necessary execution plan / checklist, and field visits to follow the progress & report the obstacles with suggested solutions.
- Prepare awareness sessions to target BU staff prior to the activity kick-off.
- Perform activity Sales & role playing to ensure targeted Figures properly achieved and implement activity SOP and able to make activity effectiveness evaluation.
- Supervising and directing employees. & Works towards leading employees toward achieving financial and growth goal.

Establishing a multi-brand body repair and paint project was my biggest achievement at that stage, It was the base of finding the largest brand for BP repairs in Saudi Arabia "AUTOHUB".

▪ **Product Manager**

**ALJACS Manufacturing & Franchise Department**

- **ALJ Group Companies** : Jeddah (April 2008 – August 2011).
- Develop Franchise Product Sales & Marketing through PIO & overseas market.
- Managing business volume for wood dash products to PIO.
- Follow up the process of supply all franchise parts to accessories production line.
- Monitor MFG & Fr. Products sales achievement and take necessary counter measures to pursuit the settled targets.
- Plans and coordinates sales activities of Franchise products (PIO) & overseas Business.

▪ **Research & Development Manager**

**ALJACS Research & Development Dep.**

- **ALJ Group Companies:** Jeddah (Aug.2006 – Mar. 2007).
  - Handling all issues related to Market research and Market analysis.
  - Measuring the Market demand of Accessories through Market Surveys.
  - Preparing for Mobility motor show and coordinating with the show organizers.
  - Study the Customers' needs through the Market Survey.
  - Conduct local market research for Passenger Cars related Accessories every Quarter.
  - Prepare for the Accessories introduction plan with TMC CA

▪ **Special Projects Manager**

**ALJACS Conversion & Mobility Dep.**

- **ALJ Group Companies:** Jeddah (Jul. 2002 – Jul. 2006).
  - Achieves sales target in the assigned territory through best utilization of the sales resources.
  - Records/updates customers' database in a proper form that improves the sales activities and enriches the reach in the assigned territory.
  - Conduct Marketing issues with ALJID Marketing Product managers & present the new items.
  - Assist in Marketing Plan's by Coordinate with ALJID Marketing team
  - Coordinate with Toyota Auto Body (TAB) about all Mobility models Line up.

▪ **Accessories Salesman**

**Accessories Division.**

- **ALJ Group Companies:** Olaya – Riyadh (Aug. 2000 – Jun. 2002)
  - Assist Customers & Presenting them to best of what Company can Offer.
  - Handle Customer Objections & Overcome it.
  - Understand & follow company sales policies & procedures.
  - Overcome with the planned target and reporting the monthly achieved figures.

### **SELF RELATED SKILLS:**

- High Communication Skill
- Time management: managing one's own time and the time of others.
- Management of personnel resources: motivating, developing, and directing people as they work.
- Monitoring: Monitoring/ assessing performance of self, other individuals, or organizations to make improvements or take corrective action.
- Active learning: Understanding the implications of new information for both current and future problem-solving and decision-making.
- Stress tolerance: Accepting criticism and dealing calmly and effectively with high stress situations.
- Achievement/effort: Establishing and maintaining personally challenging achievement goals and exerting effort toward mastering tasks.
- Customer Handling with a very high level of Negotiation Skills.
- Computer skills: knowledge in worksheets, word processing, presentation and database management

### **TRAINING COURSES:**

- Train The Trainer – Advance course
- Saudi Competition Law
- Strategic Leadership
- Qualified Sales Trainer – Bronze Level
- Advance Negotiation Skills
- 7 Habits of Highly Effective People
- Toyota Way – Sales & Marketing
- Effective Sales Strategies.
- Project Management.
- Finance for Non-Finance People
- Risk management

### **PERSONAL**

Address : Jeddah – Saudi Arabia  
Birth Year : 1973  
Place of Birth : Amman - Jordan  
Nationality : Jordanian  
Religion : Muslim  
Status : Married

### **References:**

Available upon request.