






LAYAN HAKEEM

SALES MANAGER

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ABOUT ME

I am an enthusiastic, self-motivated, reliable, responsible and a hard working person, a mature team worker and have the ability to adapt to challenging situations as well as being able to work well both in a team or individually, I am able to work well under pressure and adhere to deadlines, I have transferrable skills gained in my field of work, possess commitment to deliver excellence in all tasks that were delegated to me. Hardworking retail management professional versed in all aspects of running high-end store, including opening and closing procedures, banking, merchandising and recruiting. Resourceful leader remaining calm under pressure and promoting superior time management and conflict resolution skills. Forward-thinker and expert negotiator with strong skills in business management and sales planning. Proven track record governing budgets using robust financial controls to boost revenue. Confident planning logistics, strengthening supplier relationships and analysing market performance.

EDUCATION

PUBLIC ADMINISTRATION
King Abdulaziz University / Jeddah / 2020

SKILLS



LINKS

Linkedin :
[Layan Hakeem](#)

LANGUAGES



HOBBIES

•STREET PHOTOGRAPHY
•PAINTING •COOKING

WORK EXPERIENCE

SMB REAL ESTATE BROKERAGE Dubai Apr 2024 - Present	Sales Manager Research real estate markets, while keeping in contact with major developers in dubai. Recruiting potential clients while setting a weekly, monthly and annual goals with number of potentials and sales. Advise clients, prepare property listings and sales offers, and negotiate property sales.
CHALHOUB GROUP Riyadh Oct 2023 - Mar 2024	Boutique manager Solicited customer feedback to understand customer needs and constantly improve product offerings. Stocked and restocked inventory upon delivery receipt, maintaining accurate supply records. Built brand loyalty by promoting company loyalty schemes, hosting events and engaging with repeat customers. Assisted in recruiting, hiring and onboarding store staff. Provided excellent customer care through prompt complaint resolution and quality of service. Set SMART goals for store team, developing staff abilities and increasing sales performance. Optimised store performance through continuous evaluation of existing processes and identifying improvement opportunities. Monitored competitor activities, responding creatively to maintain relevancy and competitive edge.
CARTIER - RICHEMONT GROUP Riyadh Jul 2022 - Oct 2023	Product Category Supervisor Delivered world-class presentations to retailers and sales and marketing teams. Kept up to date with industry news and latest trends within assigned category. Evaluated commercial risks and exposures to achieve favourable terms. Allocated teams, materials and calendar space for individual projects. Oversaw planning and execution of targeted sales and marketing strategies.
GUCCI - KERING GROUP Riyadh May 2022 - Jul 2022	Client advisor As a client advisor, I primarily focus on clientele relations, and work my way to gain new clients. One of my main roles as a client advisor is to deliver excellent experience to each client that walks into the boutique, give them styling tips and meet my targets.
FJ&TP DIOR Feb 2022 - May 2022	Sales Specialist As a sales specialist, I was in charge of the team on the sales floor regarding the Dior standards, attitudes, and image. As well as ensuring that each one of my teammates had the knowledge needed in the FJ&TP department. Supervising my team and following up with them on their daily, and monthly targets and making sure that each target set by the management is achieved.
APPAREL GROUP Riyadh Aug 2021 - Jan 2022	Regional brand trainer Responsible for executing orientation programs for sales team as well as conducting onboarding training sessions for new joiners, following up with sales staff, area managers, store managers to ensure the training programs effectiveness on the sales floor. Assigning mentors and coaches to each store as well as assigning tasks to each team member and follow up with them regarding their learning journey and have a one-on-one assessments after the assigned program is completed. Determining training needs for individuals as well as teams and ensuring sales staff and team members follow up policies and meet required targets and service standards. Applying sales training techniques and maintaining updated records of training curriculum and material.
DIOR COSMETICS Riyadh Jan 2020 - Jan 2021	Beauty consultant Meet sales goals by offering personalized customer services, assisting clients to find the products that meet their needs, handling complaints, working on