 **Mohammad Fayez Munna**

**BBA Graduate**

**OBJECTIVE**

Results-oriented professional with a proven track record in administration, sales support, CRM, reporting, project overseeing, and problem-solving. With experience in diverse roles, I have consistently demonstrated a keen ability to streamline operations, enhance productivity, and drive organizational success. Eager to contribute my skills and expertise to a forward-thinking organization where I can continue to grow professionally and make a significant impact on operational efficiency and business success

**WORK EXPERIENCE**

**Sales Operations & CRM Officer (July 2024-Present)**

**Personal Information**

**Marital Status**: Single

**Iqama Status**: Transferable

**Driving License Status:** Valid

**Birthplace:** Jeddah, Saudi Arabia

**Binary Information Technology Solutions (Bits Arabia)**

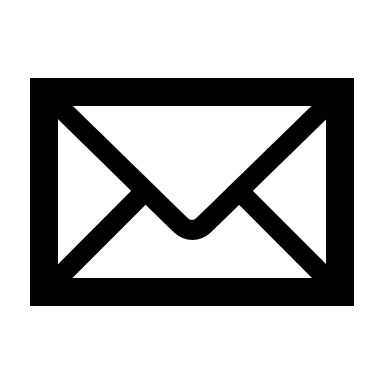
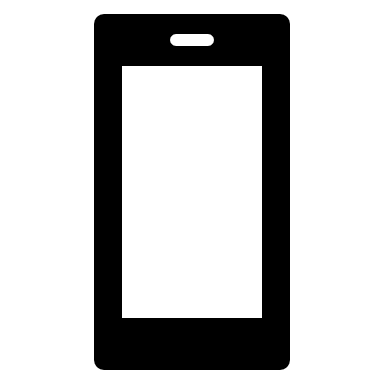
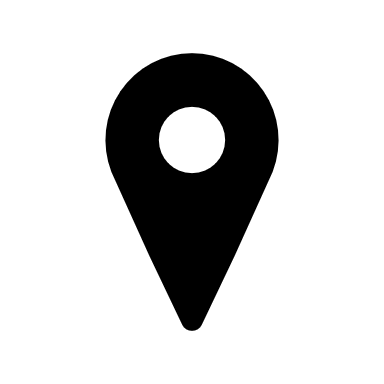
* CRM Management: Oversee and manage the Customer Relationship Management (CRM) system to ensure data accuracy and reliability.
* Updating CRM: Regularly update customer information, sales activities, and deal progress within the CRM system to ensure all records are current and complete.
* Vendor Negotiation: Negotiate with external vendors to secure optimal terms, pricing, and agreements for services or products needed by the sales department.
* Quotation creation: Create Commercial Table and Quotation/Proposal to share with the customer.
* Sales Team Follow-Up: Coordinate with the sales team to ensure timely and accurate updates in the CRM system. Provide training and support when needed to ensure adherence to processes.

**Contact**

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* Monthly Sales Team Reporting: Prepare and distribute monthly sales reports that detail performance metrics, deal pipelines, and sales activities to management for review.
* Proposal Sequence Updates: Assist in the creation, review, and updating of sales proposals, ensuring all materials follow the company standards.
* Data Integrity: Ensure the quality and integrity of sales data by regularly auditing CRM entries and identifying areas for improvement.
* Process Improvement: Continuously assess sales processes, identifying opportunities to streamline operations and improve overall team efficiency.
* Collaboration: Work closely with other departments (such as Finance and Procurement) to ensure smooth coordination and support for sales initiatives.

**Languages**

**Business Leads Officer (November 2022-July 2024)**

**Aflak Electronics Industries Company**

Urdu/Hindi - Native

English - Fluent

Arabic – Intermediate

* Manage CRM systems, ensuring data accuracy, compliance, and timely updates.
* Create and maintain customer profiles while overseeing accurate data entry.
* Ensure timely customer follow-ups and proper documentation of interactions.
* Oversee and verify document uploads (RFQs, Quotations, POs, Contracts, etc.)
* Conduct monthly sales team meetings to review CRM updates and project progress.
* Manage inquiries, enter RFQs into CRM, and coordinate customer engagement.
* Support sales team operations and ensure prompt customer interactions.
* Develop reports on sales performance, response times, and follow-up efficiency.
* Analyze customer engagement metrics and propose alternative solutions when needed.
* Gather post-sale customer feedback and resolve complaints per company policy.
* Ensure timely scheduling of technical site visits and monitor team performance.
* Conduct follow-ups on technical service quality and customer satisfaction.

**SKILLS**

* Problem Solving and Analytical Skills
* Team Management
* Reporting & Performance Analysis
* Sales Support & Coordination
* Technical Audit
* Technical & Operational Oversight
* Customer Relationship Management (CRM)
* Zoho CRM
* Data Management
* Performance Reporting
* Vendor Negotiation
* ERP
* Process Improvement & Cross-Department Collaboration
* Customer Feedback & Service Quality
* Understanding of SEO & SEM
* Google Ads
* Adobe Premiere Pro
* MS Office: Excel, PowerPoint, Word
* Windows troubleshooting skills
* Adobe acrobat DC (PDF)
* Internet Application
* Interpersonal Skills
* Attention to Detail
* Miro, Slack & Airtable
* Working knowledge of HTML
* Positive thinking and self-motivated
* Fast learner and flexible
* Good Communication skills
* Energetic and getting things-done attitude
* Able to work together with others to solve and define problems
* Confidentiality
* Loyal towards work and duties
* Ability to provide technical assistance and resolution
* Very hard worker
* Responsible person
* Googling

**EDUCATION**

**2018**- **Bachelor’s degree:**

Bachelor of Business Administration

From

Alagappa University (Chennai, India)

**2015- Senior Secondary School:**

International Indian School, Jeddah, Saudi Arabia

* Recommend process improvements to enhance efficiency and customer experience.
* Lead monthly meetings with branch managers and procurement teams to resolve issues.
* Coordinate cross-functional activities and escalate critical issues to management.

**Content Creator (July 2022-October 2022) (3 months Fixed Contract)**

**OneRoom**

* Work with the marketing department to get an understanding of the marketing targets and then develop content accordingly.
* Creating content which will catch maximum customer interest.
* Writing and reviewing content for websites and social media pages
* Maintain consistency in content and ensure alignment with plans.
* Conducting research on the key SEO terms and incorporating them into the content to achieve maximum viewership

**Business Coordinator (2019 September -March 2022)**

**Land Sea Trading & Contracting Company (Jeddah Branch)**

* Prepare and maintain the time sheet of office employees.
* Prepare expense claim of staff in Quick Dice ERP software.
* Prepare quotations for clients and purchase orders for purchase of materials.
* Prepare and monitor invoices.
* Maintain electronic, manual filing systems & maintain office supplies.
* Prepare PowerPoint presentations & assist senior officers with other projects.
* Contribute to team efforts by accomplishing related results as needed.
* Prepare inquiries, quotations, Invoices, delivery note on behalf of manager.
* Provide professional after-sales support to maximize customer loyalty.
* Prepare marketing reports by collecting, analyzing, and summarizing sales data.
* Remain in regular contact with your clients to understand and meet their needs.
* Respond to complaints and resolve issues to the customer’s satisfaction and to maintain the company’s reputation.
* Building long-lasting, mutually beneficial relationships with external contacts and internal departments to create better customer experience.
* Maintaining a database of contact information.
* Preparing correspondence on behalf of the manager
* Monitor competitors’ activities to identify their strategies for growth.
* Completing tasks assigned by the manager accurately and efficiently.

**Digital Marketing Executive (March 2017-July 2019)**

**www.empowr.com (E-commerce platform) (Remote)**

* Create promotional campaigns on social media, google AdSense to attract new customers & monitor digital marketing campaign based on goals and KPIs.
* Measure performance of campaigns on google analytics.
* Use goo.gl to track performance, traffic, and demographics of the visitors.
* Work directly with the marketing team to accomplish tasks assigned by senior management & provide internal reports on a regular basis.
* Promote website on relevant groups on Facebook.
* Build and maintain trusting relationships with new and existing customers.
* Answer basic questions of newly joined customers.