

Mohammad Fayez Munna

BBA Graduate



Personal Information

Marital Status: Single

Iqama Status: Transferable

Driving License Status: Valid

Birthplace: Jeddah, Saudi Arabia

Contact



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Jeddah, Saudi Arabia



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Languages

Urdu/Hindi - Native



English - Fluent



Arabic – Intermediate



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)

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.
- 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.

Business Leads Officer (November 2022-July 2024)

Aflak Electronics Industries Company

- Assigning Sales leads to Concern Individual's Branch and Sales lead cycle follow up on terms of status, making sure that CRM is efficiently used.
- Ensure that the right staffs are assigned for the right jobs through CRM in terms of sales & Technical tasks.
- To ensure that all processes comply with organizational standards & are according to policies.
- Work/ assist DGM to ensure that lead generations & service standards are up to the required level & help DGM take the right actions/decisions.
- Ensure the right usage of resources through CRM Follow up & reporting system.
- Service order follow ups to make sure the technical team is efficiently using CRM in terms of entries, estimations and that there is an actual efficient use of resources.
- Customer feedback after job completion. (Technical Audit)

SKILLS

- Problem solving skill
- Team Management
- Report Making
- Sales Support
- Technical Audit
- Customer Relationship Management (CRM)
- Performance Reporting
- Vendor Negotiation
- ERP
- Zoho CRM
- 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
- Excellent problem solving and analytical skills
- 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

- Creating/ Modifying Customer Code in Arqam (ERP) to ensure the proper Information of Customer is filled.
- Internal coordination between teams to ease the workflow.
- Approving Sales Invoice/Sales order, Sales Return, Supplier warranty Claims & Local Purchase Approval on Workflow and making sure that Sales Return is posted.
- Prepare CRM Compliance Report, Supplier warranty Claim Report, Sales Return Report to be forwarded to Deputy General Manager (DGM)

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.