



LAYAN HAKEEM

SALES MANAGER

Dubai, United Arab Emirates, Dubai, United Arab Emirates

+966532777109

layanhakeem5@gmail.com

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-thinking 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

OUTSTANDING COMMUNICATION SKILLS

STORE MANAGEMENT

CUSTOMER SATISFACTION

BUDGET SUPERVISION

RECRUITING AND INTERVIEWING

CUSTOMER SERVICE

EMPLOYEE TRAINING

RETAIL SALES

INVENTORY CONTROL

TIME MANAGEMENT

COMMUNICATION SKILLS

TEAM BUILDING

LINKS

LinkedIn :

[Layan Hakeem](#)

LANGUAGES

ENGLISH

ARABIC

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