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LOCATION
Dhahran, Saudi Arabia, 8090 34265

MISFER ALZAHRANI

PROFESSIONAL SUMMARY

Detailed Sales Manager with expertise overseeing successful revenue streams and recognising areas for improvement. Reliable and capable of driving effective teams. Looking for new sales-oriented role where hard work and dedication will be highly valued



WORK HISTORY

Sales Manager **05/2012 - Current**
ALINMA BANK - Khobar, Eastern Province

- Increased year-on-year sales by 120%, implementing strategic business growth and retention initiatives
- Negotiated best-possible pricing with distributors and customers to optimise company cost savings
- Interfaced with customers, determined needs, provided recommendations and up-sold services
- Supervised [6] sales staff to drive KPI achievement
- Managed employee performance reviews, built positive communication and delivered development insights
- Monitored sales team performance, providing effective training to help reach revenue and profit targets
- Grew number of customers
- Developed marketing campaigns to expand client base
- Forecasted product sales to deliver on KPIs
- Drove competitive standards to develop market-leading services improving client retention and account growth
- Oversaw sales operations across large teams and territories
- Managed sales team budgets and payroll
- Strengthened profit opportunities by effectively managing time and resources to meet sales objectives
- Spearheaded sales meetings with staff and management to share best practices for process improvements
- Achieved exceptional client satisfaction feedback and ratings
- Retained existing customers and substantially grew customer base product line and sales volume

Customer Service Specialist **03/2009 - 04/2012**
RIYAD BANK - Khobar, Eastern Province

- Offered prompt solutions to maintain customer satisfaction
- Improved customer retention through service and account management
- Handled requests with friendly, knowledgeable service and support continually achieving positive customer feedback

Education

- **DIPLOMA OF HIGHER EDUCATION**
Computer Technology , 09/2008
- **COLLAGE OF TECHNOLOGY**
Dammam, Eastern Province

Language

- Arabic, Native language
- English, A2 , ELementary

Designed By
www.honaana.net

- Followed up on unresolved customer issues to research and correct problems
 - Worked with call handling technology to respond to increased customers within target timeframes
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ACCOMPLISHMENTS

- Supervised team of staff members
 - Achieved more than 20 million SR through effectively helping with Financing & lending
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CERTIFICATIONS

- Certified Basics of Bank Credit
 - Certified Islamic Compatible financing
 - Certified Legal Foundations of Banking and Monetary Instructions from the Saudi Arabian Monetary Agency Foundation
 - Certified Professional Team Management
 - Certified Customer Center Salesmanship
 - Certified Basics of The Operational Risks & info. Security
 - Certified Anti-money Laundering & Terrorist Financing
 - Certified Legal Principles of Banking & SAMA Regulations
 - Certified Advanced Program For Branch Staff
 - Certified Riyadh Bank Products & Services Workshop
 - Certified Social Intelligence
 - Certified Creative Thinking
 - Certified Retail Banking Professional Foundation Certificate (RBPFC)
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SKILLS

- Customer acquisition and retention
- Continuous improvements
- Excellent communication skills
- Profit and revenue-generating strategies
- Sales and market development
- Sales pipeline management
- Technical presenting
- Market intelligence
- Persuasive negotiations
- Social media savvy
- Communication and engagement techniques
- Salesforce
- Excel proficiency
- Sales process
- Customer rapport
- Territory sales management
- Team oversight
- Sales territory growth
- Superb time management
- Idea generation
- Complex project negotiations