



IMAD

PERSONAL PROFILE

I am a proactive team player with strong communication skills. I am independent, self-motivated and target oriented. I easily adapt to diverse and international environments. I have the ability to work under stress.

I have experience in the Telecommunication and Motor industry, mainly in a customer service and sales and marketing role. I am keen to pursue a senior role where there is an opportunity to lead and contribute to the success of a top-tier organization.

PROFESSIONAL EXPERIENCE :

Cultural mediator:

In the migration context, a professional who facilitates the communication (including interpretation) between people speaking different languages and with different cultural backgrounds.

Cultural mediator should not be confused with the term interpreter.

As intercultural mediation is a much wider and a more enriched means of communicating messages from sender to receiver than interpreting.

August 2021 till now GGD Hollands Midden/Key figure and Translator and Mediator

*My work as an international cultural mediator is to explain the information related to the Corona vaccine in an easy, flexible and understandable way to the other party of different nationalities. Due to the success of the pilot, the project has been extended in 2022 (Leidsch Dagblad 21/11/21 'Op zoek naar de ongevaccineerden in de Leidse wijk De Kooi').

* The link between the doctor approved by GGD and the other party, with an explanation of the questions and answers to them.

*I attended a training course on the Corona vaccine and the information related to it at GGD in Leiden

*Helping new arrivals at the asylum center (Bodegraven AZC) with GGD to explain the reasons for the coronavirus vaccination.

March 2020 till now Preventief Interventie Team (PIT) Gemeente Leiden/Mediator and Translator

*Explanation of the Preventief Interventie Team (pit program), its goals and reasons for the parents of students who need to evaluate the behavior of their children with a coach from pit.

* The link between the parents of students and a coach from pit.

*Explanation of the results of the coach's report and IQ test for the students' families and answering the questions from both parties.

*Visiting the parents' homes with the coaches to create a suitable atmosphere for the parents and build mutual trust between the two parties.

March 2019 till now Brede School Merenwijk/Mediator and Translator

*The link between the school and the parents of students of different nationalities to clarify what the school requires from the parents in a clear and simple way.

*Helps in finding solutions to the problems that exist between students of different cultures.

*explaining the school report to the parents.

*bringing the views of the school management and parents closer to help integrate newcomers to Holland by clarifying the educational and social system in Holland.

October 2017 – January 2018 Veenfabriek / Sales & Marketing Officer (Theater and Music) Leiden

·Support the Marketing Manager on executing marketing campaigns for all professional events and to undertake individual campaigns as requested Work with the Marketing Manager to develop marketing campaigns for audience

· development, working to attract new audiences and develop existing audiences

April 2012 – August 2014 Gargash Motors and General Trading (ALFA ROMEO)

Dubai

Role: Sales Executive

- Preparing the annual dealership sales forecasts by estimating total vehicle sales, gross and operating profits as well as expenses for the new-and-used sales departments (for example: Experience in dealing with the manufacture in Italy). Thereby; reporting to General manager.
- Hiring and monitoring the performance of the sales department, holding daily sales meetings and conducting sales skill training for a team of 10 people.
- Overseeing standards for displaying and merchandising for new and used vehicles and reviewing, take care of all promotions before they are finalized.
- Coordinating the appropriate supply of new vehicles and ordering/acquiring vehicle inventory accordingly.
- Monthly meeting with the general manager to review and discuss the forecasts and profits for the sales department.
- Responsible for responding to customer complaints, ensuring a high level of customer satisfaction.

March 2011 March 2012

Toyota Showroom (Al-Futtaim Motors), Dubai

Role: Sales Executive

- Achieve or exceed allocated sales targets for new units and exploring other sales opportunities such as service contracts and trade in.
- Adhere to company procedures, particularly around cash and credit handling, to ensure safety of cash and minimum bad debts .
- Maintain awareness of automotive industry, paying particular attention to new features, technical developments, market trends, competitor analysis, selling techniques and customer handling skills
- Be able to handle bulk purchase deals, contracts, tenders formalities, Auto Finance and banking facilities
- Follow up with prospective buyers, including telephone enquiries, showroom walk-ins and field visits to existing and new business clients
- Ability to problem-solve and ultimately deliver sales results within set timeframes
- Ensure every customer enquiry is entered into Fastrack / SAP; customer enquiries recorded in Fastrack / SAP.

January 2008 to January 2011 in Suzuki Dubai Showroom (Al Yousuf Motors Group)

Role: Sales Executive ● Handling showroom customers (retail- fleet- export) if required. ● Customer follow up (keeping in mind the timing of the follow up) ● Prospecting for new customers. Several ways for prospecting:

- Arranging showroom display units:
- Dealing with banks and finance companies in case of finance deals. ● Follow up payments collection ● Dealing with insurance companies.
- After sales follow up and service.

March 2005 to March 2007

MTN Telecommunication Group, Syria

Role: Senior Customer Service Representative

- Leading the MTN customer service team.
- Defining and ensure the smooth and efficient operations of front office, in order to provide the customer with latest telecommunication service features.
- Supervision of all customer service employees Front Desk, Bill Desk, maximizing Staff skills as well as guest satisfaction and action in time to avoid any delay with customer complains.
- Preparing daily reports and delivering presentations to the high management at on regular basis.
- Adapt to customer's unique needs and changing circumstances, and be open to change and willing to take the customer's feedback and act on it.,
- Team flexibility to identify new business opportunities; sketch the baseline for new service features which in turn increase the organization profit by increase the sales.
- As a customer service professional, strike the accurate balance between the job at hand, relationship and rapport building activities.

EDUCATION & TRAINING Courses

(August 2004) Business Administration , Syria, Aleppo University

- Negotiation and communication skills Training
- MS Office expert level
- Certificate of Customer Care Excellence 2005
- Certificate of Excellence in Customer Service 2006
- Certificate of Communication Skills Training 2007
- September 2018- February 2019 Online Marketing (SEO-Google Analytics-Google Ads-Facebook Ads)

Languages: Arabic ,English ,Dutch.