



ibrahim hakami

EXPERIENCE

December 2022 - Current

E-commerce operations manager aloyayri Mattresses Company |
Buraydah, Al-Qassim

- Demonstrated outstanding product knowledge to achieve high customer satisfaction levels.
- Handled customer concerns and escalated major issues to supervisor.
- Actively listened to customers to fully understand requests and address concerns.
- Resolved customer queries and problems using effective communication and providing step-by-step solutions.
- Demonstrated consistent hard work and dedication to achieve results and improve operations.
- Picked up additional tasks to aid team success.
- Managed complaints with calm, clear communication and problem-solving.
- Guided teams in product merchandising and inventory management.
- Exceeded goals through effective prioritisation and consistent work ethic.
- Developed ongoing programmes using good team communication and collaboration.
- Inspected products and services to comply with quality standards.
- Produced content for websites and social media channels to enhance brand visibility.
- Planned and executed new strategies to increase sales.
- Operated equipment to exceed production targets.

May 2022 - September 2022

project manager You Studio | Sana'a, Sana'a

- Delivered presentations and briefings to senior teams and incorporated changes into project workflows.
- Built collaborative working relationships with project teams.
- Reported project status and financial updates to stakeholders and collected feedback.
- Controlled expenditures by regulating change requests and project activities to decrease overruns and delays.
- Applied expertise in project management methodologies to keep teams aligned through collaborative approaches.
- Applied successful project management techniques to enable project delivery within budgetary and time constraints.
- Oversaw operational aspects of projects, staffed project teams and directed activities to achieve budget targets.
- Developed and monitored implementation strategies by creating project schedules and work plans.
- Enforced set quality standards to deliver key objectives and project KPIs.
- Outlined and executed strategic risk avoidance and mitigation plans to keep projects aligned with objectives.

December 2020 - March 2022

E-store Operations Manager Melen Bedding Company | Riyadh,

📍 Riyadh, Riyadh 966

📞 534562046

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SUMMARY

E-commerce operations expert, passionate about delivering superior quality and service. 6 years of experience in the e-commerce industry with a proven track record of performance recognition. Sales professional bringing 10 years of retail experience. Effectively manages tasks and team members. Dedicated to self-development to deliver service that exceeds expectations. Productive employee with a track record of managing successful projects and producing high-quality results through leadership and team motivation. Works with clients to define requirements and deliver excellent service. Adaptable with extensive experience delivering first-class results. Meets job requirements and deadlines through a relentless work ethic and dedication to quality.

SKILLS

- Negotiation techniques
- [Type] Management
- Inventory management
- Administrative support
- [Type] troubleshooting
- Complaint handling and resolution
- Deadline management
- Quality Assurance

- Negotiation
- Working on different e-commerce platforms, such as: Zed - Salla - Shopify
- Working on comprehensive storage systems, for example: Odoo - Zoho

Riyadh

Linking and coordinating with the rest of the common departments, such as finance, marketing, operations in the facility, and other operations tasks.

- Oversaw employee recognition programme to encourage professional development and high performance.
- Provided organisational leadership and established business vision to achieve sales, profit and revenue goals.
- Streamlined operations to consistently deliver on targets.
- Trained and mentored high-performing team through regular performance reviews, individual feedback and professional coaching.
- Developed and shared best practices across company to align with objectives and quality standards.
- Hired and evaluated associates and management staff to add to workforce and meet demands.
- Directed day-to-day operations by spearheading implementation of short-term and long-term strategies to achieve business plan and profitability goals.
- Elevated customer satisfaction ratings by providing speedy resolutions.
- Trained employees on optimal processes and use of equipment to boosting department productivity.
- Analysed customer data to identify opportunities and improve relationships.
- Inspected new products to assess quality and preparedness.
- Analysed strategic, core and support processes to recommend improvements.
- Implemented operational strategies to build customer loyalty and retention.

February 2019 - November 2020

Founder & COO Party app | s, Sana'a

- Managed all aspects of product development, from design to overseeing development, quality assurance and deployment.
- Assessed new technologies and business practices, ascertaining potential impact on company's operations.
- Directed company's marketing activities to raise awareness and attract potential clients.
- Made high-level decisions to implement company policies and strategies, improve procedures and grow revenue.
- Developed extensive financial plans to determine break-even points and guarantee long-term solvency.
- Wrote detailed business plans for governing company operations, marketing activities and revenue generation.
- Recruited, trained and coached staff to meet capacity requirements and expansion goals.
- Negotiated contracts with suppliers, contractors and partners, establishing robust and reliable supply chains and product distribution networks.

September 2013 - June 2019

Service Center Supervisor Al-Talae'a Company Limited - Bridgestone | Jeddah city, Jeddah

- Guided teams in product merchandising and inventory management.
- Produced high-volume orders to effectively meet customer demand.
- Collaborated with team members to achieve target results.

- Met budget targets through responsible planning and resource allocation.
- Operated forklift trucks to unload and transport goods.
- Trained and mentored employees to maximise team performance.
- Inspected products and services to comply with quality standards.
- Managed complaints with calm, clear communication and problem-solving.
- Planned and executed new strategies to increase sales.
- Troubleshoot problems and diagnosed system faults.
- Prepared range of written communications, documents and reports.

April 2013 - July 2013

Retail Sales Officer Alhokair Group | Jeddah city, Jeddah

- Built strong and positive relationships with customers by staying polite and helpful throughout interactions.
- Addressed and resolved customer complaints in efficient, effective and timely manner.
- Used creativity, strategic thinking and knowledge of current market trends to target and build relationships with potential customers.
- Maximised sales opportunities by determining and standardising best practices.
- Handled high-profile clients and territories with exceptional planning and strategic engagement.
- Shared comprehensive product knowledge and drove revenue through consultative sales approach.
- Boosted client satisfaction by monitoring and continuously improving service delivery.

June 2011 - May 2012

Retail Sales Officer New Generation Group | Sana'a, Sana'a

- Addressed and resolved customer complaints in efficient, effective and timely manner.
- Used creativity, strategic thinking and knowledge of current market trends to target and build relationships with potential customers.
- Maximised sales opportunities by determining and standardising best practices.
- Exceeded revenue goals through upselling and offering reliable and responsive service.
- Shared comprehensive product knowledge and drove revenue through consultative sales approach.
- Retained customers by tracking contracts and using multi-channel communication methods.
- Boosted client satisfaction by monitoring and continuously improving service delivery.

EDUCATION

2022

Bachelor of Business Administration | business management
University of Hodeidah, Hodeidah

LANGUAGES

Arabic: First Language

English: A2
Elementary

CERTIFICATIONS

- Chartered PMP
- Feasibility study for small projects
- Strategic Planning
- Meeting management
- Reputation management

HOBBIES AND INTERESTS

- Technical projects

REFERENCES

- Ahmed Najm
Supply Chain Manager
aloyayri Mattresses Company
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ACCOMPLISHMENTS

- Increased sales by 10% while reducing costs by 30%, amounting to a net insurance of 84,0000 riyals through contracts with new shipping companies.
- Simplifying workflow by consolidating lengthy processes, documents and what you need, which leads to faster completion of processes in a more effective and timely manner.
- Critical returns policies have been created and developed to exceed quality goals.
- We quickly progressed from operating supervisor to e-commerce operations manager as a result of the achievements in developing the mechanism of operation of the operating departments and achieving their goals.
- Streamline workflow by consolidating lengthy processes, documentation and what you need to get to the right place more efficiently.