

Abdullah Ahmed Alahwal

■ 0598856088

■ Abdullahwex@hotmail.com

■ LinkedIn: <https://www.linkedin.com/in/abdullah-ahmed-alahwal-217913121>

Professional Summary

Sales & Customer Service Professional with over 10 years of hands-on experience in telecom, retail, and FMCG sectors. Proven ability to exceed sales targets, resolve customer issues, and build long-term client relationships. Skilled in CRM systems, digital marketing, and front-line customer engagement. Known for adaptability, handling pressure, and delivering measurable business outcomes.

Work Experience

Sales & Marketing Representative – Gulf Taleed (Philip Morris International – IQOS)

Saudi Arabia | Feb 2024 – Jun 2025

- Increased market penetration by 15% through effective product positioning.
- Built rapport with clients, driving repeat purchases and brand loyalty.
- Responded to customer complaints, achieving 95% satisfaction resolution rate.
- Leveraged social media for localized marketing campaigns that boosted foot traffic.
- Established vendor relationships that reduced promotional costs by 10%.

General Secretary – Eight Corner Construction Co.

Saudi Arabia | Aug 2021 – Apr 2023

- Supported executive operations by managing schedules, documents, and communications.
- Improved workflow efficiency by restructuring digital filing systems.
- Monitored expense reports and contributed to cost control efforts.
- Ensured confidentiality and regulatory compliance in daily operations.
- Delegated admin tasks to junior staff and tracked execution against KPIs.

Sales Executive – Etihad Atheeb Telecom Co.

Saudi Arabia | Feb 2010 – Feb 2018

- Closed over 1,000 broadband sales deals, achieving 120%+ of sales targets consistently.
- Handled service activations, customer onboarding, and post-sale support.
- Trained in-house team on CRM usage, boosting productivity by 30%.
- Created daily sales reports for upper management and streamlined feedback loops.
- Maintained deep knowledge of telecom offerings to assist customers effectively.

Promoter – Brand Partner Foundation & Al Mehmaz Co. for Advertising

Saudi Arabia | 2008 – 2009

- Conducted product promotions across retail stores, focusing on FMCG.
- Collected consumer feedback and passed insights to marketing teams.
- Highlighted key product differentiators to maximize engagement and trial.

Education

General Certificate of Secondary Education – Science Section (Saudi Arabia)

Skills

-
- B2B & B2C Sales
 - Customer Retention & Upselling
 - CRM Systems (e.g., Salesforce, Zoho)
 - Complaint Handling & Issue Resolution
 - Digital & Social Media Marketing
 - Microsoft Office (Word, Excel, Outlook)
 - Performance Reporting
 - Time Management & Multitasking
 - Negotiation & Closing Techniques
 - Executive & Administrative Support

Languages

-
- Arabic: Native
 - English: Fluent (Spoken & Written)