

Anas Nabil Malass

Sales Manager

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Focused Sales Manager committed to motivating others and offering extensive knowledge penetrating new territories and promoting product lines. Highly effective mentor driven to assess individual and group performance to implement improvements and set goals. Determined individual with background in establishing and nurturing lucrative partnerships.

Work History

2019-02 - 2021-10 **Sales Manager, Home Furnishing Division**

Al Shaya International Trading Company, Jeddah

- Maintained relationships with customers and found new ones by identifying needs and offering appropriate services.
- Coached employees in successful selling methods and encouraged cross-selling to drive revenue.
- Identified, hired and trained highly-qualified staff by teaching best practices, procedures, and sales strategies.
- Handled customer relations issues, enabling quick resolution, and client satisfaction.
- Conducted team meetings to reinforce goals and objectives and set clear expectations about policies and procedures.
- Resolved customer issues quickly to close deals and boost client satisfaction.
- Recruited and hired top-level talent to add value and expertise to sales department.
- Evaluated performance against goals and implemented appropriate development plans.
- Implemented systems and procedures to increase sales.
- Held one-on-one meetings with sales team members to identify selling hurdles and offered insight into best remedy.
- Built relationships with customers and community to establish long-term business growth.
- Compiled and analyzed data to determine approaches to improve sales and performance.
- Resolved staff member conflicts, actively listening to concerns and finding appropriate middle ground.
- Maximized performance by monitoring daily activities and mentoring team members.
- Rotated merchandise and displays to feature new products and promotions.
- Managed inventory control, cash control, and store opening and closing procedures.
- Maximized sales and minimized shrinkage through excellent customer service and adherence to standard practices.

- Completed point of sale opening and closing procedures.
- Trained new employees on proper protocols and customer service standards.
- Reported issues to higher management with great detail.
- Trained and guided team members to maintain high productivity and performance metrics.

2012-12 - 2018-10

Team Leader

Solex Plus, Jeddah

- Conducted training and mentored team members to promote productivity, accuracy and commitment to friendly service.
- Coached team members in customer service techniques, providing feedback and encouragement toward reaching sales goals.
- Led team of 30 members while providing exceptional customer service.
- Facilitated training for associates through daily coaching and regular performance appraisals.
- Established open and professional relationships with team members to achieve quick resolutions for various issues.
- Participated in cross-functional team-building activities.
- Coordinated weekly meetings for internal and external groups.
- Project Manager Assistant (Preparing presentation and working on reports)
- Monitoring & Analyzing team's KPI's to give feedback.
- Interviewing candidates for department job opportunities.
- Encouraging and positive leader to deal with team's risks and issues.

2009-04 - 2012-12

Team Leader

ECCO Company, Jeddah

- Mentored and guided employees to foster proper completion of assigned duties
- Initiated timely response to emails, voicemails and written correspondence
- Coached team members in customer service techniques, providing feedback and encouragement toward reaching sales goals
- Led team of 20 members while providing exceptional customer service
- Planned and adjusted daily shift needs based on seasonal, weekly or hourly business demands

2002-09 - 2004-08

Translator & Data Entry

Saudi Maritime Company, Jeddah

- Translated documents in English and Arabic
- Scanned documents and saved them in database to keep records of essential organizational information
- Organized, sorted and checked input data against original documents
- Gathered data from multiple sources and programs
- Kept optimal quality levels to prevent critical errors and support team performance targets.
- Translate manifest for over 200 customers and enter data through system.

Skills

Computer Skill
Microsoft Office
Leadership
Team Work
Time Management
Empowers high-performing sales teams
Coaching and mentoring high potential
Sales presentations & Reporting
Verbal and written communication
Analytical problem solver
Operations efficiency management
Policy Compliance
Negotiation Skills

Education

2008-07 - 2008-10 Diploma: English Language
LSI Academy - Saudi Arabia - Jeddah

2004-09 - 2006-04 Diploma: Aircraft Maintenance
Royal Jordanian Air Academy - Jordan - Amman

Certifications

2021-11 Lean Six Sigma Black Belt

2021-11 ISO 9001

2021-11 Total Quality Management

2021-10 Quality Management Certified

2021-10 Project Management Professional " Agile "

2021-10 Project Management Professional

2021-10 Basic Skills in Cyber Security

2020-04 Management Leadership

2020-05	The Fundamentals of Digital Marketing
2019-02	Retail Sales Management
2019-02	Develop Sales Relationship
2018-10	Communicate Effectively With Customers
2018-10	Principles of Customer Service
2016-02	Lean Six Sigma Green Belt
2015-01	Leadership

Languages

Arabic	Excellent
English	Very Good

Additional Information

Nationality: Saudi