



Issah Mohammed Tahiru

+9233 533 470 288

isahtahid@gmail.com

Objectives

- Increase brand awareness.
- Increase product demand.
- Boost sales growth.
- Acquire more users and customers.
- Increase the quality and quantity of leads.
- Increase customer lifetime value.
- Improve your marketing funnel flow.

EDUCATION

Executive Certificate in Office Admin

HAVATECH COLLAGE

October 2007 - 2008

Diploma In Business Management (MB)

Boston

City

Campus

June

2007 - October 2010

STRENGTHS & EXPERTISE

Procedures and all other documents

Business development

Document Control & Electronic Filing

Calendar & Email Management

Client Interfacing, Sales & Marketing

E-flyers, Marketing Newsletters & Photoshop Editing

Experience

Friendly Food Qatar

Key Account/sales executive

February-2022 Currently

PERSONAL SUMMARY

A smart, committed and self-motivated individual with an outgoing personality and the ability to develop relationships with key business clients and colleagues. Possessing a proven track record of building long-term relationships with clients and ensuring that value is provided to their businesses. Able to deliver results under pressure by bringing fresh thinking to a project and by fostering long term profitable relationships with key accounts.

Currently looking for a suitable account manager positions with an exciting and ambitious company where I can achieve my potential.

Duties:

- Managing a number of high profile and valuable contracts and accounts.
- Developing and maintaining an account base, and delivering budgeted revenues as well as exceeding set sales targets.
- Identifying key accounts by analysing their current growth, strategic importance and future potential.
- Monitoring and managing the performance of a team of account executives.
- Launching pro-active sales campaigns and pursuing new business leads.

- Regularly updating senior managers of progress or areas of concern.
- Ensuring that clients are maintaining their monthly payments.
- Resolving complaints with key account holders.
- Researching a clients business strategies, markets, competitive landscape and operating methods.
- Developing and maintaining relationships with clients.
- Achieving agreed sales targets.
- Preparing quotations and following up on any quotes given.
- Identifying the customer's needs.
- Conducting market research and business intelligence surveys.
- Constantly driving improvements and prioritising workloads.

Retail Optimization Strategies

- Worked as merchandiser and retail liaison for 10 client stores.
- Developed 80+ planograms for retail displays in partner stores. Assisted in exceeding sales targets by 21% each year.
- Created quarterly sales plans and directed implementation. Drove sales growth of 15% per year.
- Trained in-store workers in sales techniques and customer education, resulting in 28%

higher satisfaction scores in post-sale surveys.

Technical Skills: Store display design & setup, computer skills, customer service

Soft Skills: Interpersonal skills, communication, collaboration, calmness under pressure

- Organize regular local meetups of 60+ area merchandisers.

International Medical Company

E-COMMERCE /sales executive

Monitors and reports key performance indicators (KPI), including product availability, order fill rate, order-to-delivery analysis, receiving activity, returns

Identifies cost reduction opportunities and efficiency improvements within the logistics and/or business unit and aligns with leadership on implementation strategy

Ensure all external partners (agencies, affiliates) have all assets for campaigns in a timely manner

Regularly monitor and audit affiliate sites and paid search, QA on links, landing environments, coupon codes

Undertake ongoing administrative tasks such as invoicing, promotional code creation, reporting

Assistance with weekly reporting and analysis

Coordinates project work-flow from various cross-functional partners, project manage and ensure all project launch on time

Updates, maintain and communicate project delivery schedules

Writes meaningful project briefs that provide clear, concise direction for cross-functional teams to execute that meet business requirements and best user flow to meet business objectives and results

Maintains awareness of all approved site assets and promotions before they are deployed on the site as part of the review process

Generating leads.

Meeting or exceeding sales goals.

Negotiating all contracts with prospective clients.

Helping determine pricing schedules for quotes, promotions, and negotiations.

Preparing weekly and monthly reports.

Giving sales presentations to a range of prospective clients.

Coordinating sales efforts with marketing programs.

Understanding and promoting company programs.

Obtaining deposits and balance of payment from clients.

Preparing and submitting sales contracts for orders.

Visiting clients and potential clients to evaluate needs or promote products and services.

Maintaining client records.

Answering client questions about credit terms, products, prices, and availability.

December 2019- February 2022

Forewin Ghana Limited

Customer

Service/Key

account

associate

March 2014 -

November 2018

- generate and qualify leads
- source and develop client referrals
- prepare sales action plans and strategies
- schedule sales activity
- develop and maintain a customer database

- develop and maintain sales and promotional materials
- plan and conduct direct marketing activities
- make sales calls to new and existing clients
- develop and make presentations of company products and services to current and potential clients
- negotiate with clients
- develop sales proposals
- prepare and present sales contracts
- conduct product training
- maintain sales activity records and prepare sales reports
- respond to sales inquiries and concerns by phone, electronically or in person
- ensure customer service satisfaction and good client relationships
- follow up on sales activity
- perform quality checks on product and service delivery
- monitor and report on sales activities and follow up for management
- carry out market research and surveys
- participate in sales events

THE KIT GROUP

Key Account Executive & Warehouse manager

March 2007 - December 2010

- Develop trust relationships with a portfolio of major clients to ensure they do not turn to competition
- Acquire a thorough understanding of key customer needs and requirements
- Expand the relationships with existing customers by continuously proposing solutions that meet their objectives
- Ensure the correct products and services are delivered to customers in a timely manner
- Strategically manage warehouse in compliance with company's policies and vision
- Oversee receiving, warehousing, distribution and maintenance operations
- Setup layout and ensure efficient space utilization
- Initiate, coordinate and enforce optimal operational policies and procedures
- Adhere to all warehousing, handling and shipping legislation requirements
- Maintain standards of health and safety, hygiene and security

- Manage stock control and reconcile with data storage system
- Prepare annual budget
- Liaise with clients, suppliers and transport companies
- Plan work rotas, assign tasks appropriately and appraise results
- Recruit, select, orient, coach and motivate employees
- Produce reports and statistics regularly (IN/OUT status report, dead stock report etc)
- Receive feedback and monitor the quality of services provided

reflect current inventory, sales and promotions

- Calculate sales totals, taking into account such factors as discounts, store credit, promotions and flash sales
- Label different parts based on their function and price using predetermined methods for organization and documentation
- Inspect returned parts to find defects and promptly assist the customer with a replacement part or a full refund
- Participate in accepting shipments of parts, sending orders to customers and documenting all inventory that enters and exits the facility

Bolt & Nut

*Internal
Sales and
marketing
executive*

*{Car
Spare
Parts}
January
2010 -
2014*

- Greet customers and assist them in finding the parts they are looking for, including answering questions, educating on product usage and providing advice for maintenance and installation
- Assist with inventory management and verify that all parts are correctly stocked and displayed for optimal visibility and accessibility
- Intervene in situations where a customer is dissatisfied, and come up with creative solutions to maintain business when dealing with backorders, damaged parts or stock-outs
- Organize merchandise and participate in modifying displays to