

MOHAMED BRAHIM AYARI



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Profile:

Experienced sales engineer professional with a successful track record in the Thai market as a foreigner. By immersing myself in the local culture, learning the language, and building strong business relationships, I seamlessly integrated into the Thai market and achieved profitable outcomes for both parties. Additionally, I bring four years of customer service experience as a Flight Attendant at Qatar Airways, I have honed my customer service skills and received elite program training in first-class customer service. As a native Arabic speaker with proficiency in French and English, and have intermediate knowledge of Italian, as well as basic understanding of Thai I can effectively communicate with diverse nationalities, maintain strong relationships, and ensure compliance with terms and conditions. My experience, language skills, and compliance background make me an ideal fit for the role. Bellow is my resume for your review. I would welcome the opportunity to discuss my qualifications further.

Work Experience:

02/2021 – 08/2023
Samut Prakarn, Thailand

Sales Engineer/Project Manager with Unionbelt International Co,Ltd.

- **Technical Consultation:** Provide expert guidance to clients on conveyor systems, rollers, and mechanical machines, helping them select the best-fit solutions for their needs.
- **Client Relationship Building:** Cultivate strong relationships with customers, understanding their requirements and offering tailored solutions to meet their industrial needs.
- **Sales Presentations:** Conduct compelling product presentations, showcasing the technical features and benefits to potential clients in a clear and persuasive manner.
- **Quotation and Negotiation:** Prepare accurate quotations and negotiate terms, ensuring clients receive competitive pricing while aligning with the company's goals.
- **Project management:** Plan, lead, and oversee projects to ensure they are completed on time, within budget, and meet the desired objectives.

04/2017 – 02/2021

Doha, Qatar

Flight attendant with Qatar Airways

- Provided exceptional customer service by addressing passenger needs and ensuring their comfort during flights, resulting in consistently high satisfaction ratings.
- Trained and coached new flight attendants on safety procedures, protocol, and customer service best practices, leading to a more efficient and cohesive team.
- Acted quickly and calmly during emergency situations, executing emergency procedures and ensuring the safety of passengers and crew.
- Maintained a clean and organized aircraft cabin, including restocking supplies and preparing for future flights, resulting in a comfortable and efficient travel experience for passengers

Education History



Bachelor Degree in Civil Engineering

Institution: Higher institute of technological studies of Rades

Year of Graduation: 2016

- Best End of Study Project
- 1st Place, presentations and projects internal competition.



High School degree in Technical Sciences

Institution: Sijoumi High School

Year of Graduation: 2011

- President of the class 2010

Volunteer Work, Awards, Affiliations, and Interests

Statistics agent

Food and Agriculture Organization of the United Nations

June-August 2014

For almost three months, I volunteer to create a statistics reports about the national wheat harvest in collaboration with the Ministry of Agriculture in Tunisia.

Founder member of the local association of Jil Ehsen

Jil Ehsen Association

2012

I was recognized for my achievements as a role model in recruiting volunteers, building teams, in order to empower and encourage people for volunteering tasks in the community.

Languages

Arabic: Native
French: Professional
English: Professional
Italian: Good
Thai: Basic to average

Interest

- All kind of sports
- Get lost in a book
- Hiking
- Drawing
- Swimming

Skills

- Critical thinking
- Patience
- Imaginative thinking
- Teamwork
- Time management

Certifications and software

Microsoft Office (word, excel, MS Project, Power point, MS Team)
Photoshop, Illustrator, CRM, AutoCad, SolidWorks (PDM)

- Jan 2012: Personal development Certificate
- Mar 2013: Certificate in Neuro-Linguistic Programming
- June 2017: Induction and Economy Service Excellence Program Certificate (Qatar Airways)
- June 2019: Premium and First-Class Service Excellence Program Certificate (Qatar Airways)

Part-time work experience: (During university studies)

Jul 2016 – Mar 2017: Salesman

Bijouterie Sallemi (Jewelry), Tunis

- Visited customer locations to evaluate requirements, demonstrate product offerings and propose strategic solutions for diverse needs.
- Showcased product features to customers and discussed technical details to overcome objections and lock in sales.
- Learned about raw material (Gold, Silver, and diamonds) and get experience of how to promote any kind of product to customers.

Aug 2015 – Jul 2016: Waiter

Horizon coffee & restaurant, Tunis

- Greeting guests and taking drink and food orders
- Staying attentive to the needs of customers in the dining area
- Delivering food from the kitchen to the guests
- Ensuring the food order is made correctly by kitchen staff and looks presentable for customers