

Shadi Assad

Nationality: Syrian

Date of Birth: 22/02/1980

Marital Status: Married

Email: ssigar84@gmail.com

Mobile: +974 66693380

LinkedIn: [www.linkedin.com/in/shadi-assad-365a63224]



Career Objective

As a highly motivated and results-driven professional with over 20 years of experience in sales, specializing in gemstones, jewelry, and men's accessories, Fashion I am eager to bring my expertise in team leadership, client relationship management, and business strategy to a dynamic and growing organization. I seek to contribute to a prestigious company where I can continue to grow and deliver exceptional results through effective sales operations and customer satisfaction.

• Executive Profile Core Competencies:

- Leadership & Team Management
- Sales Strategy Development & Execution
- Client Relationship Management
- Negotiation & Communication
- Business Operations & Logistics
- Market Research & Trend Analysis
- Stock Management & Inventory Control
- Product Knowledge & Consultancy

Languages

Arabic: Native

English: Proficient (Conversational & Business Communication) good

Technical Skills

- Microsoft Office: very good Word, Excel, PowerPoint
- Internet Research: Excellent ability to conduct research and find relevant information
- CRM Tools: Experience with customer relationship management tools to track and enhance sales performance

Education

Business Administration Institute

after Completed the high school program through the Board of Examination

i studied the Business Administration Institute at Damascus University for 2 years

Professional Experience

Store Manager at World of Amber

- March 2011 – January 2024
- Managed four retail stores across major malls: Villagio Mall, Gulf Mall, Royal Plaza Mall, and Dar Al Salam Mall.
- Developed and implemented sales and marketing strategies to align with company objectives and drive foot traffic across all locations.
- Coordinated day-to-day store operations, ensuring high levels of customer service, inventory management, and staff performance.
- Collaborated with the owner to assess business performance and identify areas for growth, resulting in increased sales and customer satisfaction.
- Lead and motivate a diverse team, providing training and fostering a collaborative environment.

Sales Associate then promoted to supervisor

Tazarina Jewelry

- 2008 – 2011
- Delivered exceptional customer service by assisting clients in choosing the right jewelry pieces based on their preferences and budget.
- Managed cash transactions, updated sales and inventory data regularly, and ensured smooth

store operations.

- Educated customers on product features, upcoming designs, and seasonal trends, which helped increase sales.
- Provided after-sales support, including jewelry cleaning and minor repairs.

Vera Moda womens Fashion

2004 – 2008

- Ensured effective stock management, proper display, and organization of products to optimize sales performance.
- Provided excellent customer service, resolving issues and addressing concerns to maintain customer satisfaction.
- Supported the store team in sales initiatives and achieved individual sales targets.

Additional Skills & Certifications

- Sales & Marketing Techniques: Expertise in market research, competitive analysis, and targeted marketing campaigns.
- Conflict Resolution: Skilled in managing customer complaints and resolving issues in a way that fosters customer loyalty.
- Team Building & Staff Training: Strong ability to mentor and develop team members to meet sales targets and enhance productivity.
- Time Management: Proven ability to handle multiple tasks efficiently in fast-paced environments.
- Negotiation Skills: Extensive experience in negotiating deals, promotions, and pricing with customers and suppliers.
- Achievements & Recognition
 - Awarded "Top Sales Performer" for consecutive years during tenure at World of Amber.
 - Successfully managed a 30% increase in sales across multiple locations over a 3-year period.
 - Recognized for outstanding customer service and consistently exceeding sales targets.
- Interests & Volunteer Work
 - Passionate about gemstones and fine jewelry; consistently stay updated on industry trends and

new designs.

- Volunteer experience with local youth programs and community events, contributing to positive social change.

References

Available upon request.