

# MEHDI YATIM

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## PROFILE

A **dynamic and results-oriented professional** with a **Bachelor's degree in Civil Engineering**, complemented by diverse experience in **social work, e-commerce**, and **business development**. Adept in **problem-solving, project management**, and **cross-cultural communication** with fluency in **six languages**. Passionate about **innovation, entrepreneurship**, and **continuous learning**, with a proven ability to **adapt** and **thrive** in diverse environments.

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## EXPERIENCE

### Sales Department Representative

#### **Move Sheels Shipping Company | 2020 - 2021**

- After transitioning to the sales department, I managed customer relationships and successfully sold shipping solutions to prospective clients.
- Maintained regular contact with customers to offer additional services, contributing to a 9-month long sales role with measurable success in boosting company revenue.
- Achieved sales targets and demonstrated effective communication and negotiation skills.

### Call Center Customer Service Representative

#### **Move Sheels Shipping Company | 2020**

- Handled customer inquiries and provided solutions for various shipping-related services.

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- Provided high-level customer service, answering calls and resolving issues for customers in the US.
  - Assisted with tracking shipments, updating clients on delivery statuses, and managing customer complaints and queries.

### **Social Worker**

**March 2022 - March 2025** | de regenboog groep, The Netherlands

- Supported individuals and families under **temporary protection**, offering guidance and resources to aid their integration.
- Facilitated **multi-lingual communication**, and organized **workshops** and **community-building activities** for displaced individuals.

### **E-commerce Store Owner**

**2024 - Present** | Saudi Arabia

- Launched and managed an **online store** specializing in **cash-on-delivery** sales.
- Conducted **market analysis**, **customer acquisition**, and **logistics planning**, achieving **consistent revenue growth**.
- **Optimized sales funnels**, and implemented **digital marketing strategies** to increase sales.
- **Good manufacturing practices**. Advise on and implement FDA cGMPs for relevant products.
- **Continued education** re Regulatory Compliance, Ingredient Safety, & Social Awareness Concerns.
- **Legislation and lobbying**. Represent company in lobbying before state legislators.

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- **Third party certification.** Advise and coordinate third party certifications.
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#### EDUCATION

##### **Bachelor's Degree in Civil Engineering**

University Name (Zaporizhzhya, Ukraine) | Graduated [2022]

##### **Baccalaureate in Mechanical Techniques**

High School Name (Jabir bno Hayan) | Graduated [2017]

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## Skills

### Technical Skills

- **Microsoft Office Suite** (Excel, Word, PowerPoint)
- **AI Tools** (e.g., ChatGPT, machine learning)

### Business Skills

- **Market Research, Business Strategy, Budgeting, Digital Marketing, Sales Funnels**

### E-commerce Skills

- **Canva Design:** Proficient in creating visually appealing graphics for digital marketing and online branding
- **Facebook Ads Creation:** Experienced in creating and managing targeted Facebook ads to drive sales and engagement.
- **Website Design:** Skilled in designing websites for various industries, ensuring user-friendly interfaces and seamless functionality.
- **Shopify, WooCommerce:** Expertise in e-commerce platforms for product sales and management.
- **Marketing Analytics, SEO:** Skilled in analyzing and optimizing digital marketing efforts to drive organic traffic and sales.
- **Social Media Management:** Proficient in managing and growing social media platforms like **TikTok, Instagram, and Facebook**.

### Interpersonal Skills

- **Communication, Leadership, Multilingual Mediation, Cross-Cultural Communication**

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## **Certifications & Courses**

- **Bachelor's Degree in Civil Engineering**
- **Gatekeeping Certification – Identifying and assisting individuals at risk of suicide.**
- **Aggression Training**
- **Human Trafficking Training**
- **Communication Workshop**
- **BHV TRAINING**

## **Languages:**

- **Arabic (Fluent)**
- **French (Fluent)**
- **English (Fluent)**
- **,Ukrainian (Fluent)**
- **,Russian (Fluent)**
- **Dutch (Intermediate)**
- **Spanish (Beginner)**

