
Shamseer ABDU RAHMAN

Sales Supervisor



📍 Jeddah, Saudi Arabia

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Professional Summary

Strongly focused and reliable sales supervisor with 12 years of experience with an exceptional record of employee team management and customer satisfaction. Adept at handling multiple simultaneous customer service issues with accuracy and professionalism. Seeking a position to obtain a career in customer service relations and utilize my professional experience and skills to become a great asset to a fast pace, growing company.

Work history

Sales Supervisor

June 2018 - Current

Al Safi Danone-Jeddah branch

- Achieving sales target set each month by the senior Sales Management teams.
- Understand customer needs and offer solutions and support.
- Organize and coordinate sales representatives schedule.
- Receive and report all sales leads.
- Helping to resolve employee issues and disputes.
- Supervise sales representatives and assistants to meet and exceed goals.
- Work with sales team when closing sales.
- Track weekly, monthly and quarterly performance and sales metrics.
- Motivate sales representatives to achieve target sales.
- Work closely with sales representatives.
- Understand market pulse by daily field visit and guide sales representatives to deliver enough products.
- Make sure that all the outlets have enough company products by field visiting.

Pre-seller

Feb 2016 – May 2018

Al Safi Danone-Jeddah branch

- Prepare high quality product demonstrations and answer potential customer questions.
- Act as a conduct between sales teams and product development teams to improve customer experience.
- Work with sales team to provide expert technical support to prospective customers.
- Displayed excellent presales skills by having excellent communication, confidence and ability to work with different team members.

Salesman

Dec 2009 - Jan 2016

Al Safi Danone-Jeddah branch

- Acts as a liaison between consumer and manufacturer.
- Acts as an expert in selling goods to consumers that meet their needs and desires.
- Identify new markets and customer needs.
- Work closely with sales team for achieving target scheme.
- Recording orders and sending details to the sales office

Appreciations and Achievements

- Certificate of Appreciation for excellent result and performance during 2019 from Regional Commercial Director –Sir Antonie Noujam
- Certificate of Appreciation For Contributing in the implementation of "GTM PROJECT"- JEDDAH- 2018. From KSA VP -Sir Tom White

Education:

- **BSc. MLT(INCOMPLETE)** **2004-2007**
Sri. MV Shetty Institute of Medical Science, Manglore, Karnataka
- **VHSC MLT** **2002-2004**
Rahmaniya Vocational Higher Secondary School , Calicut, Kerala

Key Skills:

- Leadership , communication and confidence
- Mathematical skills
- Customer relationship management
- Ability to forecast sales goals based on analytics

IT skill:

- Computer operating skill
- Can easily handle MS Word, Excel and PowerPoint