

NAWAF MOHAMMED DIAB

FIRST Street, Dammam, ST 32233 | +966598794145 | nawafmdiab@gmail.com

Summary

Proactive and results-driven professional with a proven record in sales, procurement, and customer relationship management. Skilled at identifying customer needs, generating leads, and managing supplier relationships to maximize service quality and profitability. Brings a strong foundation in logistics, negotiation, and data-driven decision-making, with emerging leadership capabilities in customer service supervision.

Skills

- **Customer Relations:** Customer Relationship Management, Strategic Planning, Complaint Resolution, Team Leadership & Coaching
 - **Procurement & Sales:** Procurement & Vendor Negotiation, Market Research, Cross-selling & Upselling
 - **Logistics & Operations:** Logistics Coordination, Inventory Management, Delivery Coordination, Workflow Management
 - **Data & Technology:** Data Analysis & Reporting, Microsoft Office Suite (Word, Excel, PowerPoint), CRM Software (conceptual understanding)
-

Experience

Customer Service Supervisor

- Spearheaded a customer service team, providing guidance and support to ensure high-quality service delivery.
- Developed and implemented strategies to monitor team performance, leading to improved response times and customer satisfaction scores.

- Handled escalated customer inquiries and complex complaints, resolving issues effectively to maintain positive customer relationships.
- Contributed to the development and enhancement of customer service policies and procedures.

Tarq Bakery | Sales and Customer Service 2021

- Delivered exceptional customer service, handling daily client inquiries and complaints efficiently.
- Coordinated delivery logistics to ensure timely product distribution and high customer satisfaction.
- Executed successful cross-selling and upselling strategies to enhance sales performance.
- Maintained inventory accuracy and effectively communicated product availability to customers.

Deep Clean | Purchasing Representative 2024

- Developed and implemented a supplier evaluation system, significantly improving sourcing efficiency and service reliability.
- Conducted comprehensive market research and price comparisons to optimize purchasing decisions and reduce costs.
- Assisted in budgeting and forecasting material needs for various departments, contributing to effective resource allocation.

Education

Midocean University, Dubai, UAE

- In Progress: Project Management

Eastern Mediterranean University, North Cyprus

- Partially Completed: Information Technology

Languages

- Arabic (Native)
- English (Fluent)