

YAMAAAMAH ABDULLAH AL ENEZI

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Summary

Highly motivated and results-oriented Sales Executive with proven expertise in luxury hospitality and customer service. Over 3 years of experience driving revenue growth, building strong client networks, and securing high-value corporate contracts for 5-star hotels. Recognized for exceeding sales targets, delivering personalized guest experiences, and leading initiatives that enhance brand visibility. Skilled in strategic sales planning, market analysis, and cross-functional collaboration, with strong proficiency in OPERA PMS, MS Office, and advanced communication skills. Dedicated to achieving excellence while contributing to the long-term success of the organization.

Education

Bachelor's Degree in Science & Education

University Name (2018 – 2022)

Professional Experience

Sales Executive

Mercure Al Khobar, Saudi Arabia (Sep 2024 – Present)

- Built and maintained strong corporate client relationships.
- Closed 10 events for 450 attendees (110K SAR revenue).
- Secured 2 annual accommodation contracts (200K SAR revenue).
- Conducted 30 visits & 100 calls weekly to boost sales.
- Prepared monthly performance reports for management.

Customer Service Supervisor

Lulu Hypermarket, Saudi Arabia (Sep 2023 – Sep 2024)

- Supervised 20 employees to ensure high service quality.
 - Resolved 70% of escalated complaints effectively.
 - Ensured accurate pricing updates and promotions.
 - Managed cashier shifts and staff scheduling.
 - Prepared attendance reports and coordinated with HR.
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TRAININGS and COURSES

- Computer Applications & IT Skills
 - English Language Training
 - Professional Sales Techniques
 - Tourism & Hospitality Management
 - Microsoft Office Suite (Word, PowerPoint, Excel, Outlook)
 - OPERA PMS & Sales and Catering System
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SKILLS

Technical Skills

- Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)
- OPERA PMS & Sales and Catering System
- CRM & Client Database Management
- Event Planning & Coordination
- Data Entry, Reporting & Analysis

- Sales Campaign Planning & Execution
- Email Marketing & Client Outreach
- Pricing & Quotation Preparation
- Inventory & Resource Management

Soft Skills

- Communication & Interpersonal Skills
 - Time Management & Organization
 - Problem-Solving & Decision-Making
 - Team Leadership & Collaboration
 - Customer Relationship Management
 - Negotiation & Persuasion Skills
 - Adaptability & Flexibility in Work Environment
 - Attention to Detail & Accuracy
 - Conflict Resolution & Complaint Handling
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Languages

- **Arabic:** Native
- **English:** Good