

Abdul Kadim Bin Bahari

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ABOUT ME

Innovative Sales Administrator and Sales Support with 20 years of experience serving as the backbone of sales and marketing. Adept at managing onboarding (New Hires/New Clients) logistics, training and relevant documents to ensure seamless sales business operations. Highly skilled in Microsoft Office Suite and Power BI, Salesforce CRM, and stakeholder communication. Recognized for strong business administration skills, attention to detail, and strong communication skills to drive coordination for exceptional team outcomes.

CORE SKILL

Business Administration & Operation:	Onboarding, Office Administration, Budgeting, Vendor Coordination, Executive Support, Cross-functional Coordination
Sales & Logistics Support:	Sales Quotation and RFPs Preparation, Promotional Materials, Monthly/Quarterly Reporting, Invoice Tracking, Shipping Coordination
Technical Tools:	Microsoft Office Suite and Power BI, Salesforce CRM, Salesforce Amadeus Delphi
Project & Event Coordination:	Corporate and Social Event/Meeting Logistics (Internal and External), Calendaring Management
Document & Process Management:	Document Management, Promotional Material Design/Printing, Website Maintenance
Communication & Collaboration:	Customer/Vendor Retention, Team Player/Support, Stakeholder Engagement, Strong Communication Skills
Soft Skills:	Attention to Detail, Adaptability, Problem Solving, Reliability, Multitasking

CURRENT PROJECT

AI Wearable Prototype (Personal Project)

- Developing an offline wearable AI product, monitoring user's vital heart and mental signs
- Communicates to calm the users when sense abnormality on the user's vitals sign
- Applied Python and ML concepts with focus on usability and edge computing.

WORK EXPERIENCE

April – December 2024

The Robertson House by The Crest Collection

Sales Administrator

- Managed onboarding for new hires, including system access and office orientation.
- Coordinated internal meetings, team-building events, and approval workflows to support team alignment.
- Maintained readiness of meeting and event spaces for internal demos and workshops.
- Prepared sales quotations, promotional materials, and daily/14 day/monthly reports for management using Microsoft Excel and Power BI for visualization.
- Engaged, planned and supported logistics for corporate events, including shipping coordination and invoice tracking.
- Leveraged Salesforce CRM for accurate documentation for stakeholders' meeting every Tuesday morning

August 2023 – May 2024

Took A Career Break

- Being a caretaker to parent after major surgery

December 2022 – July 2023

HomeTeamNS Khatib Clubhouse

Event Sales Executive

- Managed and lead the sales team process with a 70% conversion rate, driving 30% sales growth
- Designed new sales packages using client data insights, boosting closed deals by 45%
- Developed Power BI dashboards for leadership, improving visibility of sales performance.
- Coordinated event proposals, contracts, and bookings, achieving 90% client satisfaction and repeat business.

February 2022 – July 2022

Swisspro International Pte Ltd

Regional Sales Coordinator (Contracted for 07 months)

- Supported APAC sales operations and logistics, ensuring timely delivery across multiple countries.
- Increased international sales revenue by 35% YoY (\$2.1M) through customer retention strategies.
- Created Excel reports and data visualizations for sales and logistics, enhancing leadership decisions.
- Assisted in preparing contracts, proposals, and regional sales documentation for management.
- Engaged with Switzerland HQ marketing team for promotional materials and Emergency Preparedness & Relief assistance program

November 2001 – January 2022

Orchid Country Club

Sales Support Executive & Event Support Officer

- Produced detailed sales and budget reports with predictive analysis, enabling accurate forecasting and cost control for 100+ large-scale functions annually.
- Coordinated event logistics and analysed client feedback to continuously improve satisfaction levels and operational processes, budgeting and cost control.
- Website maintenance, copywriting for advertisement and design sales packages for sales collaterals.
- Managed the sales managers and directors' calendars, contract preparation and sales invoice tracking (pre/post)
- Check in with clients to ensure they are satisfied with overall event services, collect all compliments and feedback, and share them with the team to discuss improvements and prevent future issues.

EDUCATION

Edinburgh Napier University, 2020

BA Business Management (Distinction)

CERTIFICATES

NTUC Learning Hub , 2025

- WSQ ICT-DIT-3005-1.1 Data Engineering (Data Visualization with Microsoft Power BI)
- WSQ ICT-DIT-3006-1.1 Data Visualization (Data Analysis Using Excel Essentials)
- WSQ FSE-DIT-3018-1.1 Programming and Coding (Certified Entry-Level Python Programmer)
- WSQ ICT-DES-3001-1.1 Data Design (Transact SQL Essentials for Data Extraction)

Nanyang Technological University, 2025

- Content Creation Marketing
- Tapping into the Power of Social Media Marketing

Project Management Institute, 2024

- PMI Citizen Developer™ Business Architect

LinkedIn Learning , 2024

- Project Management Skills for Leaders

PROFESSIONAL REFERENCE

Available upon request.