

SALAH A MOSALLAM

Saudi Arabia | Jeddah | Born in 1987 | Tel (966) 537858307 | whatsapp (966) 574700153 |
salahfoulk9@gmail.com
Language | English and Arabic Proficient

EDUCATION & COURSES

- **Bachelor's degree in English Language** from Al-Andalus University - Yemen.
 - **Diploma in English Language** from the British Institute - Yemen.
 - **Diploma in Import International Trade** from the Silk Road Academy - China.
 - **Course in Relationships and Social Intelligence** from Emara Academy.
 - **Diploma in Computer and Secretarial Studies** from Azal Institute.
 - **IC3 Computer Courses** from NIIT Sana'a Center - Yemen.
 - **Digital Marketing Course** | online Malaysia.
 - **Business Edge Course in Marketing, Human Resources Management, Quality Management, and Success in the Work Environment** from Tawtin Group.
 - **Course in English Translation** from Azal Institute.
 - **Course in Customer Service and Dealing with the Public** from Twtain Group.
 - **Workshop in Life Sciences and Healthcare** from DHL Dubai.
 - **Various monthly courses in customer service and sales** from DHL's educational website.
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EXPERIENCE

Air and Sea freight Manager | New Foulk Air and Sea Shipping | 2023 - 2025.

- Supervising the preparation of shipping goals and plans, and organizing, distributing work among the team.
- Monitoring the performance of shipping, transportation, storage, and customs clearance operations.
- Preparing monthly and periodic reports.
- Supervising the pricing process and calculating costs.
- Managing customer relationships and achieving marketing goals.
- Project to improve the efficiency of shipping operations in the company.

E-commerce | Alraid Global | 2024.

- Sourcing Electronic Items from China Factories.
- Online Sales.
- Arrange Third-Party Shipping to all cities.

Sales Territory Manager | DHL Express Yemen (2015 – 2022)

- Building strong relationships with customers to ensure account growth.
- Developing and implementing daily and weekly sales plans.
- Using market research information and insights to evaluate market potential and follow up with customers.
- Working as the main point of contact for customers.
- Manage successful marketing campaign to increase sales.

Sales and Marketing Administrator | DHL Express (2013 – 2015)

- Controlling all customer documents and managing customer data.
- Analyzing and monitoring customer data to measure success and identify trends.
- Managing monthly and annual marketing campaigns and advertising tools.

Customer service Advisor (front line)

Key Account Executive (back line) | DHL (2010 – 2012)

- Providing excellent services to key customers and achieving 100% customer satisfaction.
 - Providing full tracking services to customers.
 - Ensuring customer needs are met while adhering to DHL policies.
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SKILLS

- **Management and Leadership:** Leading teams and achieving common goals.
- **Customer Service Skills:** Providing excellent services and achieving customer satisfaction.
- **Analytical Thinking and Problem Solving:** Analyzing data and providing recommendations to improve performance.
- **Project Management Software:** Using software like COMET to manage customers data efficiently.
- **Data Analysis:** Using software like SMS to analyze data and providing periodic reports to improve performance.
- **Excellent Communication and Presentation Skills:** Effective communication with customers and colleagues.
- **Innovation and Creativity:** Providing new ideas to improve processes and services.

INTERSTS

- Digital marketing.
- Data analysis.
- Project management.
- Developing leadership skills.