



## PROFILE

Protecting the reputation and brand of the company, effectively managing client relationships – both internal and external, keeping all areas of the business working efficiently together and ensuring a positive can-do attitude along the board.

City Manager

# Ali Abdulmunem

## CONTACT



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## EXPERTISE

MS office

Leadership

Reports

Organised

## EDUCATION

Baghdad University 2004 – 2008  
B.Sc. in Physical Sciences

## WORK EXPERIENCE

**City Manager** Samsung IM 2016 – Present  
Responsible for ensuring that customer services provided are of the highest quality.

- Driving higher store sales and bigger profit margins.
- Selling and merchandising our amazing product range.
- Ensuring adequate resource planning is in place for both the direct and indirect workforce.
- Developing and maintaining all appropriate documentations.
- Identifying potential talent within the business and then nurturing it.
- Participating in all relevant training as required.
- Leading and implementing change within the business area.
- Coaching store managers to identify commercial opportunities.
- Promoting sales, service and customer care.

**Sales Executive** Samsung IT & B2B 2013 – 2016  
Responsible for growing the business by driving sales and identifying opportunities.

- Using a consultative sales approach to develop long-term customer relationships.
- Maintaining good working relationships and close liaison with customer, and provide all their needs.
- Helping out with annual sales forecasts.

**Sales Representative** P&G 2010 - 2013  
Responsible for selling and promoting company products within a defined geographic territory.

- Negotiating win-win resolutions on the first contact with a customer.
- Preparing sales order forms and reports.
- Discussing credit terms and conditions.
- Actively listening to a customer's needs.
- Developing sales action plans.

**Language Skills** English Language Level: Very Good