

# Zeyad ALASFFAR

Nationality: Iraqi

Marital Status: Married

D.O.B: 1<sup>st</sup> - FEB - 1979

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## **Career Objectives:**

A dynamic position with responsibility, where my interpersonal skills, ability to manage projects and natural ease with technological matters, will contribute to the goals of the business, extends my professional experience and increases my personal growth.

## **Summary:**

The customer relationship manager is important in advertising agencies where he performs the process of linking the agency with the client, transferring clients' requests to the agency, communicating the agency's viewpoint to the client, and also providing services that are agreed upon. Appropriate services and detection of new sales opportunities through various sales channels.

## **Responsibilities & Tasks:**

1. Creating detailed business plans to facilitate achievement of goals.
2. Manage the entire sales cycle from finding a customer to closing the sale.
3. Discovering new sales opportunities through various sales channels.
4. Offer and provide products and services benefits to potential customers.
5. Providing technical support after sales and developing after-sales services.
6. Constant communication with clients to understand their needs.
7. Handling customer complaints and providing appropriate solutions to gain customer satisfaction.
8. Follow guidelines and business policies to preserve the organization's reputation.
9. Negotiate agreements and maintain records of sales and customer data

## **Qualifications & Requirements**

1. Good knowledge of the Internet, market study and sales.
2. Bid on offer and make appropriate offers.
3. Good knowledge of using MS Office programs.
4. Proficiency in using customer relationship management programs.
5. Having communication skills and dealing with other letters to build relationships.

6. Have time management skills and task arrangement.
7. UI & UX Designer

I have read and discussed the above with my manager and I fully understand the description of my job

Department Head

CRM Manager  
ZEYAD ALSAFFAR

### **Full Information**

Full Name: ZEYAD RIYADH THANOON ALSAFFAR

Full Address: Iraq – Baghdad – Bismaya - City

Mail Contact: zeyadalsaffar79@gmail.com

Education: Baghdad University – BIOLOGY (1997 – 2004)

Education: German Jordanian University–Diploma–Graphic designer specialty  
(2015 – 2016)

Education: American University EBU (Entrepreneurship & Business University)-Diploma  
Marketing (2020-2021)

Education: Certified international trainer form ICI

Social status: Married

Language's: Arabic – English

### **Professional Experience**

#### **Organization- Zamzam Spring Company Truck/2019- till now**

Position- Manager Customer Relationship Management

#### **Responsibilities:**

- Creating detailed business plans to facilitate achievement of goals.
- Manage the entire sales cycle from finding a customer to closing the sale.
- Discovering new sales opportunities through various sales channels.
- Offer and provide products and services benefits to potential customers.
- Providing technical support after sales and developing after-sales services.
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- Follow guidelines and business policies to preserve the organization's reputation.
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**Organization- Zamzam Spring Company Truck/(2016- 2018 )**

**Position-** Team Leader Customer Relationship Management

**Responsibilities:**

- The first point of contact for all customer related issues.
- Liaise with the client on a weekly basis and report on the level of customer complaint resolutions.
- Manage the resolution of customer complaints.
- Maximizing customer satisfaction and ensuring full communication at all times.
- Provide complaint trends and communicate lessons learnt to the Branch manager and Business.
- Partner, so service levels can be improved, Key Duties and Responsibilities.
- Responsible for investigation, resolution and reporting of all customer related complaints.
- Escalate all unresolved issues/complaints to your line manager whilst keeping the Branch Manager and Business Partner informed at Branch level

**Organization- Mamasco Merkez Al-Madine Company/ 2012 to 2015**

**Position-** Supervisor External Spare Parts South Baghdad.

**Responsibilities:**

- Creating work orders for the Toyota spare parts.
- Sales process management services for the governmental and semi-governmental organization.
- Contacting the main sources that provide the spare parts and negotiate the prices.
- Following up with the clients on daily basis to satisfy their needs from the spare part and lubrications.

**Organization -Merkez Al - Madina CO. Authorized dealer of TOYOTA vehicles in Baghdad**

**Position-** Service Advisor **TAS 21** (2015-2016)

**Responsibilities:**

- Maximizing the selling opportunities to cross target.
- Assisting the customers with accessories selections.
- Ensuring that customer service processes and procedures are completed accurately.

- Carrying out work shop floor processes to ensure the smooth running.
- Provide technical support for the customers.
- Following with spare parts section for customer purchase orders.
- Explaining the additional job to the customers
- Maintaining tenacious in hard times.
- Getting feedback from customers and then acting upon it.
- Selling repetitively to move spare parts.
- Using best ways to solving the customers' problem.
- Making sure the customer waiting area is clean and tidy.

**Organization- Mamasco Merkez Al-Madine Company/ 2014 to 2016**

Position-Customer Relationship Management

Responsibilities:

- Follow-up with Facebook/email/Online Customer.
- Handle Customer Complaints through Telephone.
- Telemarketing & online campaigning for sales & After Sales.

**Organization- ARAMEX International Express and Services / (2010 to 2012 )**

Position- Customer Account Executive-Marketing

Responsibilities:

- Improving the relation between the company and other partners
- Advertising for the company through seminars and introductory products
- Introducing the clients for the services that Aramex provide including but not limited to the sea and air freight to other countries

**Organization- Al- Burj Internet Services / (2008 to 2010)**

Position- General Manager

Responsibilities:

- Managing the sales process from negotiating the prices till the contracts
- Dealing with the governmental agencies and provide them with technical solutions for their networks
- Implementing the marketing research for promoting the business of computer and all related products

### **Organization- Siemens / 2004 to 2008**

Position- Medical Representative and Administrative office







#### Responsibilities:

- Creating LOP's for the medical parts of the hospital
- Managing the work order flow for the Iraqis Medical centers
- Meeting and negotiating the prices with the clients

#### **Experience:**

- + Adobe Certified Trainer
- + Trainer preparation TOT certified by the German Board
- + Trainer preparation of trainers TOT accredited by the American International Academy for Training and Development
- + Presenter of the professional graphic design program on the Canaanite Lanterns Channel.
- + Departmental management course using the PDCA method (Toyota-Erbil)
- + Course in International Computer Driving License (ICDL - Amman)
- + Course in Creative Thinking in Graphic Design (Amman)
- + Course in Communication for Graphic Designers (Amman)
- + Career Determination Course for Graphic Designers (Amman)
- + The skill of writing a CV for graphic design (Amman)
- + Course in Project Management a Life Skill (Amman)
- + TAS 21 Maintenance Consultant Course at Toyota Corporation (Japan)
- + Toyota Spare Parts Management Organization Course (Japan)
- + A Course in Strategic Planning (Tariq Al-Suwaidan - Erbil)
- + A course in formulating objectives extracted from the SWOT analysis (SOWT - Baghdad)
- + A Course in Management Strength and Facing Challenges (Baghdad)
- + Course in Organizational Thinking UI-UX (Amman-Jordan)
- + Human rights course certified by the German Board
- + Strategic planning course certified by the German Board

### **Social media programs**

-  Instagram  
<https://www.instagram.com/zeyadalsaffar/>
-  LinkedIn  
<https://www.linkedin.com/in/zeyad-alsaffar-56895436/>
-  YouTube channel  
[https://www.youtube.com/channel/UCrCAmNy9oa1pbyiesfvE3zA ...](https://www.youtube.com/channel/UCrCAmNy9oa1pbyiesfvE3zA...)
-  Telegram channel  
<https://t.me/zeyadalsaffar>
-  Facebook  
<https://www.facebook.com/zeyad.riyadh.54>
-  Behance  
<https://www.behance.net/zeyadalsaffar>

My assets.... Things you should know about me:

- I am a people's person and a team player
- I am highly resourceful and goal orientated
- I take initiatives and can easily multi task
- I take responsibility, ownership and pride in my work
- Well-presented and motivated as well as highly organized.
- Able to work under pressure
- Able to analyze information in many aspects.

### **Other Interests:**

I like listening to music, watching films, swimming, playing tennis. I like travelling and communicate with other people, trying new languages, listening and watching the latest financial and political news.