



Ali Muhammad Idrees

Business Analyst

+966 – 591378321

ali.midrees@yahoo.com

Riyadh, Saudi Arabia

Date of birth: 22nd April, 2022

Nationality: Pakistani

Marital Status: Married

Business/Sales analyst with a significant experience in Analysis, reporting, marketing, team leading and customer services in the well reputed companies.

PROFESSIONAL EXPERIENCE

- **Company: Abdullah Al Othaim Markets, Riyadh, K.S.A**

Designation: Business Analyst

Period: Currently working since 2018

Preparing business analysis report for Chairman, CEO and VPs.
Preparing Weekly, Monthly, Quarterly, Semester & yearly reports.
Analyzing customer behavior.
Listing and analyzing KVIs.
Assisting in setting KPIs.
Assisting in budget planning.



- **Company: Abdullah Al Othaim Markets, Riyadh, K.S.A**

Designation: Marketing Specialist

Period: 2013 – 2018

Managing loyalty program (Iktissab program)
Analyzing loyal customers behavior.
Assisting in planning to maintain current customers & increase number of Iktissab customers.
Identifying policy violators.
Planning and targeting customers to promote and increase sales.
Listing targeted customers and sending promotional messages/ E mails/ Push Notification
Managing all kind of text messages.

- **Company: Zain Telecom, Riyadh, K.S.A**

Designation: Acting Team Leader and Customer Support Specialist

Period: 2011 – 2013

Team leading.
Preparing & analyzing performance reports.
Training new employees and supervision.
Answering inbound calls.



- **Company: Beyond Construction, Riyadh, K.S.A**

Designation: Marketing Specialist and HR Coordinator

Period: 2010 – 2011

Bringing new and maintaining old customers.
Receiving orders, preparing and confirming delivery.
Resolving employees issues efficiently.
Evaluating performance of employees.

- **Company: Future Towers, Pakistan**
Designation: Recruitment Manager
Period: 2009 – 2010

Collecting CVs.
Shortlisting candidates.
Calling for interviews.
Conducting interviews.
Negotiating salary package.

Qualification

- **Bachelor of Business Administration (MBA equivalent) (2009)**
Hazara University, Pakistan
- **Higher secondary school (2005)**
Pakistan International School, Riyadh
- **Secondary School (2003)**
Pakistan International School, Riyadh

Certifications / Courses

Office Automation.
English Proficiency

Skills

Microsoft (Excel, Power point, word, outlook)
Analysis
Reporting skills
Presenting
Customer services
Forecasting
Adaptability
Good listening skills
Multilingual

Languages

English
Arabic
Can speak read and write comfortably

Reference

Will be available on demand