



HAITHEM WAJA

Business Development Manager – Freight Forwarding & Logistics

Multilingual | Proven GCC Freight Sales Expertise | Open to Relocation in UAE

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Nationality: Tunisian | Marital Status: Married | Date of Birth: 28 July 1992 (32 years)

Driving License: Qatar (Convertible to UAE)

Professional Summary

Results-driven and high-energy Business Development Manager with 8+ years in Air, Sea, and Land Freight, consistently delivering aggressive sales growth and market expansion across the GCC. Expert in freight sales strategy, international trade compliance, and cost optimization. Fluent in Arabic and English, with hands-on experience in AWB issuance, customs clearance, and INCOTERMS 2020. Based in Qatar and fully equipped to adapt to UAE systems like Dubai Trade, Calogi, and E-Mirsal. Proven ability to lead revenue-generating initiatives, secure major accounts, and align commercial strategy with operational execution to maximize profit and client retention.

Core Competencies

- **Strategic Freight Forwarding Expertise** across Air, Sea, and Land modes with full-cycle operational mastery.
- **Qatar Airways Cargo System Proficiency**, including direct issuance of Air Waybills (AWB).
- **Advanced GCC Customs Knowledge**, covering clearance protocols, compliance, and regional documentation flow.
- **Deep International Trade Expertise**, including BL, AWB, Commercial Invoices, Packing Lists, COO, MSDS, DGD, and full mastery of INCOTERMS 2020 to optimize risk, cost, and compliance in global contracts.
- **B2B Sales & Client Acquisition**, specializing in key account growth and high-revenue deal closures across the MENA region.
- **Multilingual Fluency** in Arabic, French, and English, facilitating seamless client and agent communication across borders.
- **CRM & Logistics Tech Integration**, including Focus ERP, freight pricing systems, and digital quotation tools.
- **Crisis Management & Delay Resolution**, trusted to resolve shipment delays, compliance hurdles, and documentation escalations.
- **Leadership & Commercial Vision**, aligning sales strategy with operational excellence to drive sustained business growth
- **Trade Lane Development & Route Optimization**, focused on cost-effective solutions for UAE–Qatar and GCC lanes.
- **P&L Ownership & Revenue Scaling**, aligning sales performance with profitability targets in freight operations.

- **Association & Network Engagement** through industry events and agent partnerships to expand market presence.
- **Skilled in digital logistics tools** including Focus ERP, and CRM systems for efficient quoting and pipeline tracking.

Professional Experience

Business Development Manager

Intermodal Shipping Services Qatar WLL | Doha, Qatar | 2022 – Present

- Spearheaded strategic sales initiatives, securing new B2B freight forwarding clients across the GCC, with a monthly revenue portfolio exceeding \$100K.
- Successfully developed and nurtured high-value client relationships, ensuring long-term contract renewals and consistent upselling of air, sea, and land services.
- Delivered tailored logistics solutions by understanding customer supply chain challenges and aligning offerings with INCOTERMS 2020, cost optimization, and trade route efficiency.
- Issued AWBs directly through the Qatar Airways Cargo system, ensuring full compliance with international air freight protocols.
- Negotiated complex rate structures with shipping lines, airlines, and trucking partners, resulting in margin improvements and competitive quotations.
- Represented the company in sales meetings, trade expos, and logistics summits, enhancing brand visibility and securing key partnerships.
- Provided hands-on leadership in resolving client issues — including urgent customs clearance cases, shipment delays, and documentation errors — while maintaining service satisfaction.
- Led cross-department coordination between operations and finance to ensure seamless onboarding, billing accuracy, and real-time tracking for VIP clients.
- Managed and expanded client portfolios across Arabic- and French-speaking markets, bridging communication gaps and closing multicultural deals.
- Proactively monitored market trends to forecast demand shifts and adjust sales strategies, accordingly, reinforcing the company's position in competitive freight sectors.

Business Development Manager

Integrated Service Solutions Global Forwarding, (ISS GF) Doha, Qatar | Feb 2021 – Mar 2022

- Drove strategic business growth in air and sea freight across GCC and Turkey, increasing revenue by 20% within 12 months through new client acquisition and trade lane development.
- Developed and expanded partnerships with shipping lines, overseas agents, and 3PL providers, unlocking cross-border logistics opportunities in Europe, Asia, and the Middle East.
- Spearheaded quotation optimization and customized proposal strategies using Focus ERP, increasing conversion rates and reducing sales cycle times.
- Conducted deep market analysis on pricing trends, industry shifts, and competitor movements to adjust sales forecasts and pipeline targets.

- Actively participated in trade exhibitions, client meetings, and B2B logistics events across Qatar and UAE (WCA & Neptune Conferences), enhancing brand presence and trust.
- Collaborated with operations and customs teams to ensure smooth delivery and compliance, with hands-on understanding of INCOTERMS 2020, customs processes, and BL/AWB documentation.
- Trained and mentored junior sales staff, fostering a high-performance culture focused on monthly KPI achievement, pipeline hygiene, and CRM usage.

Sales Executive

Western Gulf Agency Clearing & Forwarding (WGA), Doha, Qatar | Jan 2018 – Feb 2021

- Exceeded monthly sales targets through cold outreach and customer engagement.
- Coordinated documentation, pick-ups, and deliveries with customers.
- Quoted freight rates, issued invoices, and ensured payment collection.

Sales Executive

International Global Logistics Services (IGLS), Sfax, Tunisia | Feb 2017 – Dec 2017

- Prospected and closed new client accounts via direct meetings.
- Provided transport consultation and managed post-sales support.
- Oversaw timely documentation, invoicing, and customer follow-up.

Education & Certifications

Applied bachelor's degree in Transport and Logistics Technology

High Institute of Transport and Logistics, Sousse, Tunisia – 2015

Baccalaureate – Specialization in Technology

IBN SINA, Mahdia, Tunisia – 2012

Languages

- Arabic – Native
- French – Fluent
- English – Fluent

Systems & Tools

- Dubai Trade, Calogi, Mirsal II (ready to adapt)
- Qatar Airways Cargo system (CROAMIS)
- Focus ERP, Microsoft office, freight platforms, and CRM tools.
- CRM tools, WhatsApp for business communication