



Hedayah Al Atrash

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- 📅 21 August 1987 Kuwait
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Professional Summary

Highly skilled professional with over 7 years of experience in customer service, logistics, sales, and trade marketing. Adept at managing complex supply chains, ensuring compliance with trade regulations, and fostering strong client relationships. Demonstrates a passion for delivering exceptional service and achieving business success, complemented by a creative and solution-oriented approach.

Skills

- Customer Service Excellence
- Shipping & Logistics Coordination (Air, Sea, and Land Freight)
- Problem Solving & Conflict Resolution
- Trade Documentation & Compliance (Dubai Trade, Mirsal 2)
- Sales Growth and Client Retention
- Marketing Campaign Execution
- Time Management & Multitasking
- Proficiency in Microsoft Office Suite
- Logistics coordination
- Forecasting
- Personnel resource allocation
- Project restructuring
- Risk management
- Relationship building
- High-pressure environments
- Contract management
- Personable
- Communication improvements

Work History

10.2021 - Current

Operations Manager

Cedars Hub International Company - Dubai, UAE

- Managed logistics for air, sea, and land freight shipments, coordinating schedules and ensuring timely deliveries
- Provided customers with shipment updates and resolved issues promptly to maintain satisfaction
- Improved customer retention through proactive communication and exceptional service
- Ensured accurate documentation for customs clearance, including compliance with Dubai Trade and Mirsal 2 protocols

05.2018 - 07.2020

- Built and nurtured client relationships, enhancing repeat business opportunities

Sales Representative

N Cosmetics Company - Swueda, Syria

- Identified and maximized sales opportunities, resulting in increased revenue and customer loyalty
- Assisted in creating an attractive sales environment and supported visual merchandising
- Forecasted sales quotas and analyzed market trends to achieve organizational targets

06.2015 - 06.2016

Marketing Executive

Al Jabal Juice Company - Swueda, Syria

- Designed and executed marketing plans to increase brand awareness and product distribution
- Organized data and analyzed campaign results to improve marketing strategies

02.2007 - 09.2010

Marketing Manager

Badr Hasan Hussein Khawajah Furniture Company - Al Ahmadi, Kuwait

- Developed and implemented high-impact marketing strategies to enhance brand presence
- Supervised and reported on the performance of marketing campaigns to senior leadership

Education

2015

Bachelor's Degree, Business Administration and Management, Arab International University - Damascus, Syria

Languages

Arabic Native

English B2
Upper intermediate