

Obida Shehadeh

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Summary

Hi All,

I'm Obida from Jordan, I bring over 8 years of expertise in sales, administration, supervision, customer service, project management, and marketing in the electronics and automotive sectors.

With a solid background in retail sales and a bachelor's degree in accounting,

I'm proficient in SAP, Excel, and financial statement analysis.

Professional in English and Native in Arabic, I'm passionate about delivering exceptional customer service and contributing to organizational success.

But now I'm in Dubai I came to search for my next adventure here in a challenging and rewarding environment, where I can contribute to the success of the organization and grow professionally.

If you believe I could be a valuable addition to your team, please reach out and connect.

Email : obida.shehadeh@gmail.com

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Thanks & Regards,

Obida Shehadeh

Experience



Automotive sales consultant

Laith Al Obaidi Group

Aug 2023 - May 2024 (10 months)

Following all departmental guidelines for personal and professional conduct.

Maintaining a good working knowledge of system functionality and enhancements.

Keeping current on new products, selling techniques, and system enhancements.

Test drive and explaining F.A.B. of a vehicle (features, advantages benefits) to the customer.

Attending the sales meetings regularly with the "higher ups" and top executives.

Learning the ins-outs of prospecting potential clients, attracting new clients and signing clients.

Converting the prospective leads into buying customers, generating maximum revenue for the company by identifying the needs of the clients.

Assisting the clients professionally in selecting a vehicle. Qualifying and attracting the new buyers into the dealership.

Applying the strategic use of marketing and promotions. Knowledge of credit applications, privacy disclosure forms, car appraisals, and extensive information of the features/functions of a vehicle as well.

Real Estate Broker

Freelance

Jul 2023 - May 2024 (11 months)

I worked in real estate in Jordan, where I used to take a commission from companies for any customer, and there is a different percentage between each case and the other. For example, the new property's commission is different from the old property, and the method of payment also has a role. I also worked in renting apartments, and there were commissions that vary according to the type of leased property.



Head of Retail Sales

Xcite by Alghanim Electronics

Oct 2022 - Apr 2023 (7 months)

- Lead sales calls with team members to establish sales and customer retention goals.
- Trained all my sales staff about the new products.
- Conduct weekly meeting with my staff
- Conduct individual meetings for all my staff to check their numbers....etc.
- Resolved customer complaints instantly regarding sales and service.
- Generated daily, weekly, and monthly sales reports.
- Maintained friendly and professional customer interactions.
- Trained in negotiations and time management.
- Addressed customer questions and concerns regarding products, prices, and availability.
- Answer customers' questions about products prices, availability, uses, and credit terms.
- Delivered excellent customer service by greeting and assisting each customer.
- Stocked and stocked inventory when shipments were received and inventory every week.



Senior Sales Associate

Xcite by Alghanim Electronics

May 2019 - Sep 2022 (3 years 5 months)

Greeting and guiding customers

Provide accurate information (such as product features, pricing, and after-sales services)

Answer customer questions about specific products/services

Make price and feature comparisons to facilitate purchase

Products of mutual sale

Make sure the shelves are fully stocked

Merchandise revenue management

Coordinate with the team of retail sales representatives to provide excellent customer service (especially during peak times)

Inform customers about discounts and special offers

I provide customer feedback to the store manager

Stay up to date with new products/services



KW Sales Test (2)

OpenSooq.com - السوق المفتوح

Jul 2022 - Jul 2022 (1 month)

Working remotely for three days from 3/7/2022 - 5/7/2022 with the OpenSooq team in Jordan to complete the sales test in Kuwait



KW Sales Test (1)

OpenSooq.com - السوق المفتوح

May 2022 - May 2022 (1 month)

Working remotely for three days from 15/5/2022 - 17/5/2022 with the OpenSooq team in Jordan to complete the sales test in Kuwait



Human Resource

IFortis Corporate

Oct 2020 - Dec 2020 (3 months)



Customer Service Representative

Extensya

Feb 2017 - Apr 2019 (2 years 3 months)

Education



Al-Balqa' Applied University BAU

Bachelor Acc, Accountant

2012 - 2016

Licenses & Certifications



Learning SAP MM (Materials Management) - LinkedIn



Learning Excel: Data Analysis - LinkedIn



Corporate Financial Statement Analysis - LinkedIn



Finance Strategies for Business Leaders - LinkedIn



Adaptive Leadership for VUCA Challenges - LinkedIn



Recruiting Talent with Social Media - LinkedIn



Marketing: Conversion Rate Optimization - LinkedIn



Outlook for Mac Essential Training (Office 365/Microsoft 365) - LinkedIn



Logistics Foundations (2015) - LinkedIn



Time Management: Working from Home - LinkedIn



Strategic Planning Foundations - LinkedIn

Skills

Sales • Real Estate • Leadership • Account Management • Point of Sale (POS) Systems • Cloud Consulting Services • CEO Email List • Sales Processes • Customer Satisfaction • Customer Experience