

## MOHAMED SOLIMAN

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📍 Dubai



### OBJECTIVE

To enhance my professional skills, capabilities and knowledge in an organization which recognizes the value of hard work and trusts me with responsibilities and challenges.

### EXPERIENCE

8-2017 - 8-2019

Shohra for trading and factorization

Customer accounts manager

- \_Generate sales among client accounts, including upsetting and cross-selling
  - \_Operates as the point of contact for assigned customers
  - \_Develops and maintains long-term relationships with accounts
  - \_Makes sure clients receive requested products and services in a timely fashion
  - \_Communicates client needs and demands to employer company
  - \_Forecasts and tracks client account metrics
  - \_Manage projects within client relationships, working to carry out client goals while meeting company goals
  - \_Identifies opportunities to grow business with existing clients
  - \_Coordinate with staff members working on the same account to ensure consistent service
- Collaborates with sales team to reach prospective \_clients

9-2019 - 12-2020

Nejoom Al Jazeera LLC

Dispatcher

- Develop delivery routes and maintain contact with drivers throughout the day.
- Collaborate with management to modify daily routes to accommodate the needs of customers.
- Act as a communication liaison through the two-way truck radio system and answer incoming phone calls from drivers on the road.
- Cultivate strong relationships with customers and drivers to reduce the stress that comes with last minute schedule changes.

1-2020 - 9-  
2021

Nejourn Al Jazeera LLC

Dispatch manager

NEW POSITION RESPONSIBILITIES

-Follow up vehicle's keys and their arrival to the warehouse and ensuring keys are delivered to the warehouse.

- Storage follow up and ensuring all vehicles do not incur wrong storages and stopping in any way or make a discount for the storage.

- Looking for the competitor price with lower prices and long-term contract with the companies

- General follow up of all other locations and solving any issues that they face.

- Vehicle towing prices.

- The management of all employees including the work timings.

- Tracking the dispatch account and removing any negative ratings.

- Any delayed payments to the drivers.

- Following up with the posting officer and choosing the correct destination for each vehicle as well as the correct price.

- Following up on any problems including damaged vehicles, etc

CHECK RECEIVED EMAILS AND IMMEDIATE RESPONSE.

•SUPERVISE ACCOUNTS ASSISTANT ON THE PAYMENT AND OTHER TASK IF DONE ON A DAILY BASIS (CHASE ACTIVITIES)

•CHECK ON THE EMAIL ONE BY ONE ESPECIALLY ON THE BOL SENT BY THE CARRIERS, IT IS CHECKED AGAINST COMPANY SHEET, CENTRAL DISPATCH, AUCTION AND WAREHOUSE

•ENTER DATA ON THE MAIN SHEET INCLUDING THE STORAGE, DEDUCTION AND ADDITIONAL EXPENSES IF THERE IS (DONE PER VEHICLE, ONE BY ONE)

•ANSWER QUERIES FROM COMPANY MAIN OFFICE IN USA WITHIN THE OFFICE WITH REGARDS TO ACCOUNTS CONCERNS

•MOSTLY ANSWER PHONE CALLS FROM THE CARRIERS WITH REGARDS TO PAYMENTS, CHECKING ON THE BOL SENT ON THE EMAIL, DEDUCTIONS, OR PAYMENT DETAILS THEY CANNOT FIND

•CHECK ON THE ACCOUNTS WITH ISSUES TITLE, KEYS OR OTHERS

•TAKE NOTE OF THE NOTICES SENT ON THE EMAIL SPECIALLY ON THE STORAGES OR OTHER FEES REGARDING PAYMENTS

•CALL, EMAIL AND COORDINATE TO THE AUCTION, WAREHOUSE, CARRIER AND WITHIN THE OFFICE TO CLOSE THE ISSUE OF VEHICLES WITH ISSUE

•FOLLOW-UP CARRIERS/ WAREHOUSES/ HEAD DEPARTMENT ON THE NEXT ACTION NEEDED TO CLOSE PENDING INVOICES WITH ISSUES

•PREPARE AND SUBMIT WEEKLY REPORT TO MAIN OFFICE IN USA AS REQUESTED

•PREPARE AND SUBMIT MONTHLY REPORT/ CHASE MONTHLY ACTIVITY TO TEXAS WITH THEIR REQUIRED FORMAT

•PREPARE AND SUBMIT MONTHLY REPORT/ CHASE MONTHLY ACTIVITY TO NEJOURN WITH THE REQUESTED FORMAT.

•STARTING TO COORDINATE WITH THE AUCTION- ACCOUNTS MATTERS WITH REGARDS TO THE REFUND FOR CANCELLED CARS- SEND EMAIL AND ATTACH DOCUMENTS NEEDED FOR THE REFUND

•MAKE SURE THAT FUND IS ENOUGH AND REQUEST TO COMPANY-ACCOUNTS IF NEEDED

•CHECK RATINGS

•ASK FOR POSITIVE RATINGS TO THE CARRIERS

•DISPUTE RATINGS IF THERE ARE NEGATIVE RATINGS GIVEN TO US

•PREPARE MONTHLY TIMINGS AND FORWARD TO THE MANAGER/ COMPANY-ACCOUNTS.

**9-2021 - Present**

Al Ansari Exchange LLC

Counter staff

- Manage and handle the cash / cheque transactions at the counter and ensure the delivery of quality service to customers while adhering to operational controls and avoiding cash excesses and shortages.

- Carry out smooth and error -free transactions within the branch, ensuring all activities are completed within timescales and with a high degree of accuracy.

- Ensure all teller transactions and other routine processing is done as per laid down procedures and central bank guidelines and ensure due diligence is carried out with respect to money laundering and other regulatory requirements.

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## **EDUCATION**

**2017**

Suez canal university

Bachelor degree in business administration

Good

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## **SKILLS**

-Creativity. -Critical Thinking. -Problem Solving. -Public Speaking. -Customer Service Skills. -Teamwork Skills. -Communication. -Collaboration. -Accounting. -Active Listening. -Adaptability. -Negotiation. -Conflict Resolution. -Decision-making. -Empathy. -Decision Making. -Management. -Leadership Skills. -Organization. -Language skills. -Excellent customer service skills -Numerical skills Excellent interpersonal skills -Excellent Microsoft/Open Office skills -Can work under pressure and in a fast-paced environment

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## **ACHIEVEMENTS & AWARDS**

- Promotion on the date of 1st of January 2021 - Team supervisor

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## **LANGUAGES**

- English ( advanced ) - French ( Excellent ) - Arabic ( main language )