

Alaa Issa

Dubai

alaa_issa_arqoub@hotmail.com

+971 56 753 8213

Work Experience

Sales and Administrator

Boutique Ayla - The Dubai Mall - Dubai

June 2017 to February 2019

1. Sales executive
2. Reporting Analyst , Monthly report updates , maintenance contracts updates ,consignment Reports updates
3. Minute taker
4. Merchandiser
5. Marketing and campaign planner
6. Fashion trend report maker
7. Document controller
8. Staff weekly schedule maker

Sales & Account Manager

Online Mall Co

November 2014 to July 2015

- 1) overseeing and developing marketing campaigns
- 2) Presenting ideas and strategies.
- 3) Managing campaigns on social media.
- 4) Analyze marketing and sales data to develop insights and make recommendations on areas for optimization.
- 5) Deal directly with customers either by telephone, electronically or face to face
- 6) Respond promptly to customer inquiries
- 7) Handle and resolve customer complaint
- 8) Obtain and evaluate all relevant information to handle product and service inquiries
- 9) Provide pricing and delivery information
- 10) Keep records of customer interactions and transactions
- 11) Prepare and distribute customer activity reports
- 12) Maintain customer databases
- 13) Communicate and coordinate with internal departments
- 14) Follow up on customer interactions
- 15) Provide feedback on the efficiency of the customer service process
- 16) Interact with delivery company and handle Cash

Social Media Marketing

Al-Anan Stone &Marble Co - Hebron

February 2014 to November 2014

1. Build and manage the company's social media profiles and presence, including Facebook, What's app.

2. Monitor and engage in relevant social discussions about our company, competitors, and industry, both from existing leads and customers as well as from brand new audiences.
3. Run regular social promotions and campaigns and track their success.
4. Manage various email campaigns, including the template designs, calls-to-action, and content used in our email sends.

Education

Course in Digital marketing basics

Google

2022

Course in Promote a business through online advertising

Google

2022

Course in Project managment with digital tools

Google

2022

Course in Customer Experience leadership

LinkedIn - Dubai

2022

Course in Humble Leadership: The power of Relationships,Oppenness , and Trust.

Linkedin

2022

Course in Leadership Mindsets

Linkedin

2022

Course in Collaborative Leadership

Linkedin

2022

Course in Hone your mindset as a Leader

Linkedin

2022

Course in Leading with intelligent disobedience

LinkedIn

2022

Course in How to build Credibility as a leader

LinkedIn

2022

Course in Project Management skills for leaders

LinkedIn

2022

Course in Be the manager people won't leave

LinkedIn

2022

Course in Leading and motivating people with different personalities

LinkedIn

2022

Course in Leading without formal Authority

LinkedIn

2022

Bachelor degree in Information Technology

Palestine Polytechnic University

2009 to 2014

Skills

- Microsoft Office (6 years)
- Create a resume with google Docs
- Boost your online pressense
- Introduction to healthy use of the internet
- Getting a dream job from google skills

Languages

- Arabic - Fluent
- English - Fluent

Certifications and Licenses

I-SERVE

2012 to Present

30 trianing hours in "I-serve" Social entrepreneurship program

Passport to Success

2012 to 2013

20 training hours in "Passport to success" Life Skills program