

# Saja Faris Rasheed

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**OBJECTIVE:** To obtain a position in an international company where quality and results are highly recognized.

## **PERSONAL DETAILS:**

DATE OF BIRTH: 3 / Aug / 1987

MARITAL STATUS: Single

## **EDUCATION:**

Al-Mustansiria University / Basic Education College

Bachelor's Degree in English language

## **HIGHLIGHTS**

Computer skills include Microsoft Excel and Word.

Possess excellent interpersonal skills.

Able to set and achieve the goals and work well independently as well as in a team environment.

## **EXPERIENCES**

### **Toyota Official Dealer / Iraq (SAS Automotive Services)**

#### **July 2015 / Sales Admin Supervisor C&S :**

- Responsible for performing administrative and support duties to the sales teams in different areas.
- Handling all correspondence and taking phone calls from customers and communicate internally important feedback from customers.
- Organizing contacts between the sales team and customers and manage the customer order flow.
- Processing orders based on lead time schedule provided each week by the production department and check the correctness of the prices mentioned on the orders based on the discount or special net prices reserved to the customer, issue the order confirmation and send it to the customer.

- Edit offers based on indications received from the sales manager, enter them in the system and update customer price list.
- Support the communication process to customers in case of changes of the price list, product phase out, new product launches.
- Support the logistics department in preparing shipping documents established.
- Checking prices and contracts are up to date.
- Reporting daily, weekly, and monthly sales results to the sales team.
- Performs follow up payments and credit collection.
- Performs any related task as requested by the direct supervisor.
- Suggest new ideas to improve sales procedures and deliver the vehicles without delay.
- Provide necessary training, counseling, and motivating team members.
- Travelling to other branches inside the country and regional area for cross training and share information.

#### **September 2014 / Sales Admin:**

- Make vehicles reservations to all sales consultants.
- Make Invoices in system for all vehicles sold in Branch.
- Make the Stock report and send it to the management.
- Check the vehicle location and status in Kerridge System (if without damage)
- Update the daily report of Sales Executive.
- Arrange all sales contracts, vehicle Handover Form, Invoice and Gate Pass.
- Make vehicle ownership transfer form for the customer to complete the vehicle registrations.

#### **Economy Bank for investment and financial**

#### **May 2012 / Administration & Coordinator in Follow up Department:**

- Visiting central bank to follow up on our bank correspondence.
- Attesting official letters.
- Monitoring on bank branches.
- Handling all correspondence and taking phone calls from other branches.

#### **Delta Korek**

#### **January 2012 / Data Entry & Admin:**

- Preparing Processing schedule for project team to ensure all items are completed in date and time order.
- Data entry for Korek customer's contracts and filling up the whole personal information and other contact details.

- Collect Data from contracts and fill up in excel sheet and prepare it for Supervisor checking.
- Scan the contracts and make a copy for archive.

### **Zain Iraq Company**

#### **May 2011 / Call Center Agent:**

- Deliver world class customer service and build customer satisfaction and loyalty.
- Provide effective and timely resolution of arrange of customer inquiries.
- Strive for one-call resolution of customer issues.
- Complete ongoing training to stay abreast of product, service, and policy changes.
- Strike a positive and cooperative tone with both customers and coworkers.
- Increase the customer experience by providing information on new products, rate plans, and services through up selling opportunities.

### **Itisaluna Company**

#### **HR and Administration Assistant:**

#### **October 2009**

- Responsible for issuing formal letters and all other request forms.
- Arranging Salary schedule and company expenses.
- Data entry for sites fuel monitor.
- Report all employees' updates.
- Issuing ID badge for all employees.

**REFERENCES:** Contact information available upon request.