

Jenan Jawad Aljazeera

General Manager | ECOMMERCE Manager |
Customer Service Manager | Public Relation Manager
Premium Account Manager | Call Center Manager
Business Development Manager |

Experienced/ International DL/ Bahraini

KWT phone : (+965) 55813703/99647112

- A voracious reader with the ability to understand, analyze and write creatively about the evolving trends of business scenario in and around the MENA on the basis of business forecast published on various business portals.
- Skilled in interpreting complex information and data in a layman's language and style which is need of the hour to target and appeal to a wide-ranging group of industries.
- Experienced in planning, developing and executing marketing strategies with the ability to understand and analyze the current and future business trends influencing customers' buying behaviours.
- A seasoned professional with hands-on experience sales, marketing and business development profession with the ability and desire to take off from the day one without any training or supervision as far as marketing, event and media managements are concerned.
- Expert in managing marketing communications through social media by building, engaging and measuring support for multiple accounts.

Personal & Professional Qualities

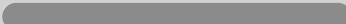
Confidence 

Dedication 

Accountable 

Analytical 

Diplomatic 

Articulate & Assertiveness 

ECOMMERCE Manager
– KWT

Public Relationship and
call centre Manager

Business Development
Manager

Premium Account
Manager

Customer Service
Manager

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Address:
Kuwait Abu Fira

Career Objective

Creative and forward-thinking marketing and business development professional offering a unique combination of creativity and analytical skill with the ability to assess both points simultaneously for an effective balance of visual nuance and sound business decisions which are easily transferable into a variety of positions.

Work Experience

In Kuwait :

6/2016 – 10/2016 working as a Public Relation Ship Manager in Classical production group.

11/2016 Marketing Manager in Ashkanani group managing 5 braches all over Kuwait.

12/ 2016 till 6 /2017 Senior Content Specialist in Craves

01/2018 until 12/2018– Group CEO in Dannah Alsafat – F & B Business.

05/2019 – Till 07/2020 worked as the Associate Account Manager in Kuwait Resources House KRH on of the subsidiaries for BIG holding Group in Kuwait , providing the support for subcontracts that supply the US army in Arifjan.

07/2020 – 07/2021 - Worked as - Ecommerce and Call Center Manager - ECommerce in Ace Hardware – AlHasawi Group.

08/2021 Working as Public Relationship and Call Center Manager at Universal Food Company – F & B Business.

Expected salary with other Benefits - TBD

Work Experience

Period: January 2016 - Till March 2016

Business Development Manager

Employer 1: Al Safar Group, Bahrain

Primary Responsibility: Business Development

- Responsible for heading up their expansion in new markets as well as continued expansion among existing clients
- Building relationships with existing clients in an attempt to increase their current investment.
- Drive peak performance and sales success across the organization

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- Creating, negotiating and closing commercial agreements by devising and implementing the strategy for meeting sales performance targets.
- Preparing in's and out's payment sheet every month.
- Filling the pipe drive sheet in order to ease things out and to know where we stand currently.
- Closing new business deals by coordinating requirements; developing and negotiating contracts; integrating contract requirements with business operations.
- Protecting organization's value by keeping information confidential.
- Updating job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations.
- Enhancing organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.

Secondary Responsibility: Administration

- Maintains administrative staff by recruiting, selecting, orienting, and training employees; maintaining a safe and secure work environment; developing personal growth opportunities.
- Accomplishes staff results by communicating job expectations; planning, monitoring, and appraising job results; coaching, counseling, and disciplining employees; initiating, coordinating, and enforcing systems, policies, and procedures.
- Provides supplies by identifying needs for reception, switchboard, mailroom, and kitchen; establishing policies, procedures, and work schedules.
- Provides communication systems by identifying needs; evaluating options; maintaining equipment; approving invoices.
- Purchases printed materials and forms by obtaining requirements; negotiating price, quality, and delivery; approving invoices.
- Completes special projects by organizing and coordinating information and requirements; planning, arranging, and meeting schedules; monitoring results.

May 2007 – May 2015

Premium Account Manager

Employer 2: HSBC/ American Express, Bahrain

Primary Responsibility: Business Development

- Ensure that all customer queries are responded to in a professional and timely manner.
- Support the implementation process improvement to enhance the customer satisfaction.
- Handling negative adjustments, pending payments and reconciliations.
- Handling all servicing issues and queries: emails, faxes and mail.
- Complete knowledge of ALPHA check and capturing applications, was capturing around 90 applications a day.

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- Handling Reinstatement function and always met the criteria requirement in full before taking the decision.
- Developing & managing a close relationship with a portfolio of card & lifestyle of the premium service accurately & efficiently, aiming to complete First Contact Resolution.
- Completing service requests and provides customer relevant advice & expertise on Centurion & Platinum products and services & lifestyle requests. Effectively uses a variety of communication.

Secondary Responsibility: Administration

- Plan, administer and control budgets for contracts, equipment and supplies.
- Direct or coordinate the supportive services department of a business, agency, or organization.
- Monitor the facility to ensure that it remains safe, secure, and well-maintained.
- Prepare and review operational reports and schedules to ensure accuracy and efficiency.
- Hire and terminate clerical and administrative personnel if the set goals and deadlines for the are not timely met.
- Oversee the maintenance and repair of machinery, equipment, and electrical and mechanical systems.
- Oversee construction and renovation projects to improve efficiency and to ensure that facilities meet environmental, health, and security standards, and comply with government regulations.
- Participate in architectural and engineering planning and design, including space and installation management.
- Analyze internal processes and recommend and implement procedural or policy changes to improve operations, such as supply changes or the disposal of records.

Work Experience – Kuwait

Period: July 2020- July 2021

Ecommerce & Call Center Manager – ACE HARDWARE

Employer – Ace Hardware - AlHasawi Group which Started from humble beginnings in 1962, by Mr. Abdulkarim Alhasawi, as a small repair and installation store in downtown Kuwait, Alhasawi Group has grown to be a leading international corporation today.

- To Determines call center operational strategies by conducting needs assessments, performance reviews, capacity planning, and cost / benefit analyses, identifying and evaluating state-of-the-art technologies, defining user requirements, establishing technical specifications, and production, productivity, quality, and customer-service standards; contributing information and analysis to organizational strategic plans and reviews.
- Maintains and improves call center operations by monitoring system performance; identifying and resolving problems; preparing and completing action plans; completing system audits and analyses; managing system and process improvement and quality assurance programs; installing upgrades.

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- Accomplishes call center human resource objectives by recruiting, selecting, orienting, training, assigning, coaching, counseling, and disciplining employees; administering scheduling systems; communicating job expectations; planning, monitoring, appraising, and reviewing job contributions; planning and reviewing compensation actions; enforcing policies and procedures.
- Meets call center financial objectives by estimating requirements; preparing an annual budget; scheduling expenditures; analyzing variances; initiating corrective actions.
- Prepares call center performance reports by collecting, analyzing, and summarizing data and trends.
- Accomplishes organization goals by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.
- Develop Staff :

Training

Coaching

Performance reviews

Work Experience – Kuwait

Period: 05/2019 - Till 07/2020

Associate Account Manager

Employer 2 : Kuwait Resources House - KRH

Primary Responsibility: Managing the Accounts for :



Defence & Space



GLS

And Many More

- Manage their Visa status – Renewal | New
- Provide them with Labors around 2000 +

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- Follow up on Salary allocation and reconciliation.
- Providing them with all type of services, Housing .. Labors .. Vehicles.. driving License .. Etc.

Education :

Business STUDIES
B.S.C in(English literature – P.G)

Arab Open University
- Bahrain
Arab Open University
Kuwait

Senior Secondary in Science

Hamad Town Girls' School

Certification :

BIBF course

Creative Writing

BIBF course

Stress Management

BIBF course

Consumer & Small Business Lending

BIBF course

Professional Presentation Skills

BIBF course

Business Report Writing

BIBF course

MS EXCEL 2007 – Advanced

BIG University

Advanced Excel Training

New Horizons Training Center

Crisis Management Training

BIG University

Health & Safty

Dale Carnegie

High Impact Presentation Training

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Other Skills

Business / Commercial Awareness:

Good wealth of business fundamental gained from my discipline at college where high standard teaching techniques are followed as well as work experience.

Team work:

I appreciate the importance of team work where I have studied this academically in literature And art, which analyses the team work performance and team work skills as required.

Communications & Presentation :

Successfully studying and communicating in all life expects using foreign language.
I obtained a good understanding of communication techniques according to situation and people involved.
Good presentation skills were gained from conducting presentations in front of large audiences consisting of lectures and studies.

Computer Skills

Ms Office (Word, Excel, PPT, Outlook)
Computerized Accounting software.

Linguistic Skills

Arabic - Mother Tongue
English – Expert level of proficiency
French – Basic
Hindi – fluent

DECLARATION: _____

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I, the undersigned, hereby certify that the information given in these Curriculum Vitae is true, complete and correct to the best of my knowledge and belief.

Place: Kuwait

Date:

JENAN J ALJAZEERI

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