



Ahmad Jameel

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● ABOUT ME

Crisis in Syria demolished humans but by working together we will rebuild the Syrians and all affected peoples under crisis around the world.

● WORK EXPERIENCE

01/01/2020 – CURRENT Damascus, Syria

GENERAL MANAGER NOUR E-SHAM BOOK CENTRE

Main responsibilities are:

- Making Decision to keep the business flow.
- Working under pressure especially in the seasonal period of the month.
- working on holidays if we have urgency.
- Line managing six staff in Damascus, Aleppo, and Homs
- Building relationships with customers focusing on the long-term relationships and strategic partnerships.
- General manager for the whole business as the owner is outside Syria since 2020, Managing all business activities and operations from building the strategic plan to the daily operations.
- Responsible for the commercial and official correspondence with our Oxford and Cambridge university.
- Monthly reports to the owner analyzing the status of the market.
- Organizing travel arrangements to the European trainers from the air tickets local and international transportation, hotel accommodation, and food arrangements).
- Organizing the training sessions for our customers in coordination with trainers from UK.
- Responsible for logistics to ensure timely supplying and delivering the items.
- Weekly report for the business owner regarding (expenditures, receipts, requisitions, purchase order forms, waybills, and all other documents).
- Daily support to the employees in their responsibilities.
- Updating our contact list regularly.

01/05/2014 – 31/12/2019 Damascus, Syria

BANCH MANAGER NOUR E-SHAM BOOK CENTRE

My main responsibilities are:

- Weekly sells report to the main office.
- Working hard to increase sells.
- In the 2nd Year, started marketing activities outside the branch in Damascus leading one team member, then in the 3rd and 4th years, started the marketing activities in other countries (Homs - Aleppo - Hamah) leading two team members with the following responsibilities:
 - Connecting the potential customers with an international trainer from UK (Oxford university press and Cambridge university press.).
 - Preparing Workshops for institutions and private universities.
 - Building a good relationship between our company and customers.
 - Introducing the up-to-date curriculum with technologies.
 - Increasing the sales 15% annually.

- Making a special profile for each client.
- Working hard to achieve % customer lose and 10% new customers.

● EDUCATION AND TRAINING

21/12/2014 – 02/05/2023 Damascus, Syria

MASTER DEGREE IN BUSINESS ADMINISTRATION Damascus University - Faculty of economics

Address Damascus-Baramkeh st, Damascus, Syria | **Website** <http://www.damascusuniversity.edu.sy/>

15/09/2009 – 15/10/2012 Damascus, Syria

BACHELOR DEGREE IN BUSINESS ADMINISTRATION Damascus University - Faculty of economics

Address Damascus-Baramkeh st, Damascus, Syria

● LANGUAGE SKILLS

Mother tongue(s): **ARABIC**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	B2	B2	B2	B2	B2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

● DIGITAL SKILLS

Microsoft Office | Google Workplace | Microsoft Teams

● ADDITIONAL INFORMATION

MANAGEMENT AND LEADERSHIP SKILLS

Decision Making To be a good manager you need to have in place a process that allow you to make an accurate decision. I remember the first day for me as a manager in a complicated environment. I need to make a decision which was from where I should start the journey.

Leadership skills Leading six team members needs discipline, empathy, hardness, and calmness. It is not an easy to act holding all previous characters at once.

Flexibility Some situations need flexibility in order to keep the workflow smoothly. Being stubborn might affect others work sometimes.

Flexibility in my job is:

- Flexibility with the team.
- Flexibility with customers.
- Flexibility in planning, especially in an unstable Syrian environment.

Strategic View As a manager, I need to predict the future and act upon these predictions. No one can 100% predict the future, but when you depend on a clear criterion you will get 80-90% accurate predictions. One of the most prediction was the global trend toward digitalization.

COMMUNICATION AND INTERPERSONAL SKILLS

Good public speaking Since the university days, I am presenting to the public every now and then (Seminars, New products and training sessions). Public speaking need charismatic personality and contextual response, that's what I do have.

Hard Worker I am proving my hard working by:

- Working on holydays to meet the customer needs without an formal or informal request from the business owner.

- Working on a project that seeks a change in the customer behavior.
 - Sleeping in the company cos of working till midnight in the seasonal sells period.
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