**Ajmal Aleem**

**+968-99776201 Ajmal.aleem@gmail.com**

**Translator/Senior Sales Administrator**

A result-oriented professional with more than **20 years track record** of success in Translation of general and legal documents and **Sales Administration** in Oman’s leading automobile distributor. A pleasant and approachable manager with exceptional skills in **Sales Support** & **Customer Service**, **Customer** & **Staff Relationships,** and **multi-branch** & **multi-department management**. In-depth knowledge and experience in Export formalities. Proficient in using and training in SAP IS module. Exceptional Arabic and English language skills. Profound experience in Arabic translation.

**Core Competencies:|**Arabic-English Translation **|** Sales and Product Support**|**Customer Relationship & Service **|** Documentation **|**Stock Management**|** Liaising**|** Reporting**|** Exports formalities **|** SAP IS Module**|** MS Excel**|**

**PROFESSIONAL EXPERIENCE**

**Translator/Senior Sales Administrator, AL FUTTAIM AUTOMOTIVE, Muscat, Oman**

 **Sep1993 - Till date**

*Al Futtaim Automotive is the sole distributor of Honda Cars, Motorcycles and Power Products in the Sultanate of Oman with more than 6 branches across the country.*

**Career Progression**

Translator/Agency Officer June 1993 - Jan 2000

 Translator / Sales Administration In-charge (team of 5) Feb 2000 - 2006

 Translator /Sales Administrator 2006 - 2018

Translator/Sr. Sales Administrator - Product and Marketing Department 2019 - 2020

### Functional Accountabilities

### Translation & Sales and Marketing Support

1. Translation of all company documents from Arabic to English and vice-versa.
2. Preparation and submission of Government tenders for Cars and Motorcycles in Arabic.
3. Replying to PACP’ letters in case of customer complaints, in co-ordination with Workshop and Parts Centre.
4. Obtaining approvals from the Ministry of Commerce & Industry and Muscat Municipality for special promotions/campaigns.
5. Translation of press releases on Honda models
6. Co-ordination with advertising agency for verification of artworks of Honda advertisements.
7. Translation of various questionnaires required from time to time for different campaign on Honda cars, Motorcyles and Power Products.
8. Maintaining Database of all old Honda customers.
* Provide support in **Product pricing**,
* Support in **Advertising &Sales Promotions** - Recommend advertising schedule, right media to generate showroom traffic leading to sales; manage advertising / sales promotion activities within the approved budget; arrange displays at leading shopping malls, motor shows etc.
* Ensure accurate and up-to-date **customer sales records and databases**.
* Improve productivity of sales representatives by handling **routine requests and queries** from customers
* Ensure timely delivery of products to customers; manage quality control for faster product delivery.
* Create purchase orders for vehicles and bikes; Create logistics templates for customs clearance
* Create purchase orders for various services obtained by the company i.e. supply of tinting films, mineral water etc. And also in-house PO's to workshop for rework of used vehicles.
* Manage the team members and ensure they are up-to-date on changes and motivated always

**Preparation and Communication of Sales & Product related reports**

* Prepare and communicate Orders reports for cars , CSI reports, sales & stock reports to all the principals
* Generate SAP reports: daily sales reports, daily prospects reports, stock statement reports
* Prepare and communicate to **HAMER** - daily and monthly reports:sales reports, stock reports, KPI report, Pricing report (Honda vs. Competitors), PDCA report

**Liaising and Coordination**

* **One point contact** for all Sales Administration related functions – Management, Customers, Staff, Branches, Government agencies and authorities
* Obtain necessary approvals from Ministry of Commerce & Industry for running special promotions
* Update the management on a regular basis on the status and progress through the various reports

**Branch Management**

* Coordinate constantly with the **6 branch heads** for stocks update and monitor branch sales figures.
* Provide pricing approvals with regard to sales on cash / instalment; ensure proper documentation in case of Hire Purchase sales; Review the Hire Purchase debtors with Branch In-charges, advice on overdue amounts collections and action against defaulters.

**Customer Service Activities**

* Manage all CSI activities of Honda Cars to ensure maximum customer satisfaction, leading to repeat sales.
* **Key member** assigned to place orders on principals, gather market information on competitor pricing, specifications etc. and recommend Honda productspricing by proper positioning to achieve desired profitability (Honda Division is the highest profit generating division)

**Re-Export**

*(Re-export of vehicles is a major activity in Oman where 40-50% of the total imports are being re-exported to various destinations in the Middle East and Africa and to some CIS countries)*

* **Lead a team of 4** for Re-export activity of Honda Cars and administrative controls of **6 branches**
* Handled export formalities for **5300 vehicles** in a span of **20 years**.

**SAP Training**

* Selected as a **Super User** by the management when Al Fattaim moved into to SAP in March 2013.
* Trained in SAP IS-Auto module at Al Futtaim Training Centre for Retail and Fleet operations.
* Trained in SAP IS-Auto module at Al Futtaim Training Centre for Outbound activities.
* Nominated for the Train the Trainer Workshop organized by Al Futtaim Training Centre.
* **Independently trained20 employees** on inbound activities (raising cash receipts, invoice, transfer of stocks)

**Arabic/English Translation**

* Solely responsible for translating all the documents of official correspondence from Arabic to English at AF

Major projects as a Freelancer:

* Translated 130 pages of Finance Law of Oman.
* Translated Curriculum for M.A.in Islamic Jurisprudence and its Principles (Sultan Qaboos University)
* I have very vast experience in legal translation e.g. court judgments etc. (Arabic to English)

TIMES OF OMAN :

Worked as part time Translator with “Times of Oman” the English daily of Oman and then was offered the job as full time translator.

### DUTIES:

* Translation of news and reports from Arabic to English
* Co-ordination with Oman News Agency for late news
* Co-ordination with Directorate General of Metrology for weather forecast.
* Watching sports channels to incorporate the details of an important soccer match in the sport page.
* Was responsible for Radio and TV programme schedule
* To update list of events being held / to be held in Oman
* To update prayer timings on a daily basis.

PHILIPPINES EMBASSY, MUSCAT

Worked as part time translator for Philippines Embassy, Muscat, mainly responsible for all the correspondence exchanged with Ministry of Foreign Affairs, Oman.

**ACADEMIC QUALIFICATIONS**

* **PGDBA (Marketing Management)**, Symbiosis Institute of Distance Learning, Pune, India 2008
* Graduation from Jamia Millia Islamia University, New Delhi, India 1992
* Degree of Al Fadheelah, Madrasa Al Islah in Utter Pradesh, India 1989
* Computer proficiency Certificate, National Institute of Computer Education & Business Training, Muscat 1998

**PERSONAL DETAILS**

Date of Birth : 15 February, 1969

Languages known : Arabic, English, Hindi, Urdu

Passport : Valid Indian Passport

Driving Licence : Valid Omani Driving License

Address : P.O.Box 2734, P.C.112, Ruwi, Sultanate of Oman