



# ABDULLAH IBRAHIM

## Business Development Manager

 054 768 8889

 abduallahibrahimdx5@gmail.com

 Dubai , United Arab Emirates

 19/08/1998

 United Arab Emirates

## EDUCATION

Completed coursework towards Diploma in business and management, ATHE Level 3

## SKILLS

- Excellent written and verbal communication.
- Excellent analytical and presentations.
- Implementing standard methods to ensure professional systemized functions for all areas.
- Proven ability to interact with a diverse set of profiles.
- Excellent communication problem-solvingpro

## LANGUAGES

- **English**  
Native
- **Arabic**  
Native
- **Urdu**  
Advanced

## PROFESSIONAL SUMMARY

Proven track record of success in increasing revenue and growing customer loyalty. Skilled in market analysis, product positioning and marketing tactics to identify new business opportunities. experienced in providing exceptional customer service. Proven ability to remain calm and professional in high-stress situations while being able to quickly and effectively resolve customer complaints.

## EXPERIENCE

*01/2022 - Present*

### **Business Development Manager** **Laing O'Rourke**Laing O'Rourke

- Developing and sustaining solid relationships with customers and analyzing customer feedback
- Collaborating with management on sales goals
- Identifying potential markets, clients and projects building and maintaining strong relationship with existing potential clients
- Developing and implementing strategic plans to achieve business growth.
- Identifying upselling and cross-selling opportunities with existing clients
- Creating actionable businesses strategies.
- Managed client relationships, providing exceptional customer service to ensure satisfaction and retention.
- Conducted site visits and sales meetings with clients.
- Fostered long-term business relationships with clients through meetings and follow-ups.

*01/2020 - 12/2021*

## **Airport Service Agent**

**Emirates Airlines**Emirates Airlines

- Handling and guiding passengers from Arrivals and departures, Checking-in passengers, ticketing, booking flights and seats
- Cohoaging, operating hand baggage system, handling VIP passengers in Majlis Lounge, greeting departing passengers.
- Displayed genuine concern for passenger issues by listening and responding attentively.
- Assisted disabled passengers with their special needs during boarding process.
- Supported customer satisfaction and procedure seamlessness by assisting in concourse operation.
- Utilized excellent communication skills to assist passengers with flight information, ticketing and boarding procedures.
- Directed customers towards desired destinations by offering detailed directions for navigating terminal.
- Maintained updated knowledge of airport security regulations and policies regarding passenger safety.
- Demonstrated strong organizational skills while managing multiple tasks simultaneously in a fast paced environment.
- Tended to passengers requiring special assistance to prioritize travel needs of vulnerable customers.
- Handled complaints and problematic behavior with compassion and composure through stressful interactions.
- Provided customers with travel suggestions and information sources.
- Determined whether space was available on travel dates requested by customers, assigning requested spaces when available.
- Performed quality control checks on equipment utilized in daily operations.

*02/2019 - 01/2020*

## **Events Coordinator**

**Vibes Events**Vibes Events

- Help building market position by locating, developing, defining, negotiating and closing business relationship with both suppliers and clients
- Responsible for event program and schedules.
- Managed event planning and execution using strong attention to detail and communication skills.
- Oversaw event day tasks and responded to last-minute changes and challenges.
- Resolved any issues that arose during events in a professional manner while maintaining composure under pressure.
- Coordinated and monitored vendors to ensure timely delivery of services for successful event execution.

- Successfully managed multiple events at the same time, ensuring all requirements were met.
- Negotiated contracts with vendors for best prices without compromising quality standards.

*02/2018 - 01/2019*

### **Commercial Management**

#### **Senior Zone** Senior Zone

- Accounting, Purchasing, sales, management, cooperative, financing, planning, administration and operations
- Ensuring smooth day to day operations and generating sales through professional marketing with quality branding level
- Daily accounting and administration procedures.
- Collaborated with management teams to establish efficient workflows that increased productivity levels.
- Maintained detailed records of all services performed for management review.
- Created weekly reports regarding call volume trends for management review.

*01/2017 - 01/2018*

### **Customer Service Lead**

#### **Modhesh** | Modhesh , Dubai

- Managed escalated situations with difficult customers while preserving positive relationships.
- Developed and implemented customer service policies and procedures to improve efficiency, accuracy, and customer satisfaction.
- Tracked customer service metrics including response times, resolution rates, and customer feedback scores.
- Handled customer complaints and inquiries in a courteous and efficient manner.

## **ACCOMPLISHMENTS**

Build a productive relationship at all level within the company.  
Manage accounting and finance operation.

## **PERSONAL INFORMATION**

Gender: Male

Military Service : completed