



Walid Serir

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Dubai

Work experience

Sunglass Hut London

March 2013 — May 2015

Supervisor

- Started as a sales assistant and got promoted due to outstanding customer service, punctuation, achieving set objectives and team working skills.
- Organising the rotas for upcoming weeks.
- Insuring stock is counted for on a daily basis.
- End of day banking, opening and closing of the store.
- Second highest total sales during my time for both sunglasses and add on products

Metro Bank

May 2015 — May 2016

Customer service representative

- Opening and closing of accounts
- Transferring and depositing money
- Financial advice
- Over the phone and face to face interactions with clients

Foxtons London

May 2016 — January 2018

New Homes Specialist

- Job duties included meeting with international investors to discuss investment opportunities in London.
- 12 hour shifts, calling potential buyers and planning viewings, liaising with lawyers, driving clients to and from viewings, intense training.
- Creating own leads
- Worked in a group of only three people covering the whole of north, north-west and central London.

SEAT

June 2019 — December 2020

Product Specialist

- Extensive knowledge of motor industry and trends.
- Great knowledge of cars on show
- Car showroom in a shopping centre, so I am used to high footfall and managing customers expectations
- Accompanied Test Drives
- Organising finance quotes, talking customers through their best options whether it be finance or cash.
- Taking the customer through the buying process as smoothly as possible. Personally handing over cars and dealing with after sales enquiries.
- Insuring every customer receives the same high standard service once they enter the store.
- Undergone Electric Vehicle training

Business Development Manager

- Managing existing customer investment portfolios and keeping them up to date with performance
- Bringing new business in through own market research, cold calling, social networking and marketing
- Specialising in UK Pensions, Defined Benefit schemes, Defined Contribution schemes, SIPP and QROP's
- Liaising with pension providers to get values back from clients pensions in the UK
- Based in Dubai
- High paced working environment

Qualifications

Marketing management BA

3 A-levels, Business, Sociology, Psychology

14+ GCSE's including English, French, Math and Science

Education

Marketing management

September 2012 — July 2015

Greenwich University

psychology sociology business

September 2010 — July 2012

Uxbridge college

References

References available upon request.

Key Skills

• English native speaker • Fluent in Arabic • Fluent in French • Exceptional customer service skills • Extensive car knowledge • Extensive technology knowledge • Great understanding of finance and banking • Confident • Brilliant people skills • Full driving license • Quick on my feet