



Sahel Mahdi

Profile

Currently Am working as a Digital Marketing manager in Salla which it provides Ecommerce solutions for the middle east. In addition I founded Sahel Reach where we help SMEs build an online presence on the internet. Lastly Am the co-founder of Emastery Academy Training and Consulting where we provide eLearning experience for the public to improve their skillset

Education

2019, Currently doing my PHD in University of Putra Malaysia "UPM" in Digital Marketing

2013-2014, Master Degree in Management Sciences from International Islamic University Malaysia

Qualifications

- Certified Trainer from mastery Academy, United Kingdom.
- Certified trainer from the global training organization GTC.
- Certified trainer from International Accreditation Organization "IAO".
- All of his training courses accredited by Mastery Academy and every participant who passes the courses will be given a certificate from UK.
- He trains in both languages Arabic and English.
- Attended lots of seminars with famous and successful people in customer service, sales and self-development.

Courses

Sahel Mahdi provides many training courses with great expertise:

- 1- Master the Ecommerce business (English + Arabic).
- 2- Digital Marketing Diplomat (English + Arabic).
- 3- Telesales training (English + Arabic).
- 4- Social Media Marketing (English + Arabic).

Contact me

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Practical Experience

Nokia 2008,

I have worked with an outsourcing company called SCICOM in Nokia project as Customer Service Representative "Call Centre" in Malaysia, and I was responsible to handle calls from South Africa and Egypt.

Singaporean Telecom 2011-2012,

I have worked with Singaporean Telecommunication with an outsourcing company called SCICOM, for the Singaporean Telecommunication project as Customer Service Representative "Call Centre" in Malaysia.

Naseba 2013,

Naseba is a French company that organize seminars all over the world, I worked with them in Kuala Lumpur branch as a Telesales Representative. My responsibility is to call CEOs and Managers and convince them to attend our seminars.

Rowad Aljazeera AC 2014-2015,

Rowad Aljazeera Air Conditioning Company is located in Saudi Arabia, I have worked with them as a Sales and Marketing Manager in Al-medina branch. My duties were to achieve the target of the year with a team of 5 Sales Representative.

Training Experience

Yemen,

2011: Toyota – I participated as an "Assistant Trainer" in training Toyota's employees on customer service "Front Disk".

2012: Yemen Mobile – I trained Yemen Mobile's Customer Service Representatives on Customer Service skills "Call Centre".

Turkey,

2014: Tavuk Pasa – It's a new Turkish fast food company, I managed to work with them to establish new sets of services from the scratch such as "customer service front disk- the line of production – time and speed".

Saudi Arabia,

2012: Rashad Faqiha – I managed to work side to side with one of the best trainers in Saudi Arabia, I have trained his employees on increasing their Sales and Customer Service skills.

2014: I have conducted many training courses in this year for the following companies:

- Tatweer " The Power of Sales".
- Seera " Customer Service".
- Talal Restaurants " Customer Service and Sales".
- Rowad Aljazeera AC " Customer Service and Sales".

2015: Ministry of Commerce – I was invited for one day training to provide a training program on Customer Service for their top management employees.

2015: IVORY – It's a Turkish training and event organizing company, but the training was conducted in Saudi Arabia, I established its Sales Department and trained the new employees on Telesales and Customer Service.

2016: Sabic – I have trained top managers and trainers on Presentation skills for 3 days.

Malaysia,

2016: University Putra Malaysia – participated in one day workshop on Social Media Marketing for some masters and PHD students.