

# WESAM ADNAN ALSHARIF

Branch Operations Leader | Former Manager  
at YELO & Supervisor at STC

## CONTACT

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Madinah

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## EDUCATION

Computer Networks  
Taibah University (2013)

## AWARDS & CERTIFICATIONS

- Certified Manager Award – YELO (2023 & 2024)
- Certified Team Leading Course – OTA & Dar Alru'ya (2023)
- Sales & Negotiation Skills – Doroub (Multiple Certificates)
- Problem Solving & Decision Making – Dar Alru'ya (2023)
- Over 40 accredited courses from Doroub, Ministry of Tourism, Ministry of Hajj, and private training institutions, covering customer service, communication, leadership, and business operations.

## SKILLS

- Strategic Leadership, Team Supervision, and Conflict Resolution
- Customer Experience, Relationship Management, and Communication Excellence
- Time Optimization, Organizational Efficiency, and Advanced Computer Proficiency (MS Office & CRM)

## PROFESSIONAL SUMMARY

Highly motivated and results-oriented professional with over 13 years of progressive experience in customer service, sales, and branch operations across the transportation and telecommunications sectors. Recognized for strong leadership, strategic problem-solving, and a consistent track record of exceeding performance targets. Previously served as Branch Manager at YELO (Al Wefaq Transportation Solutions) and Branch Supervisor at STC. Currently seeking a new opportunity to leverage my expertise and drive growth within a forward-thinking organization.

## WORK EXPERIENCE

- **Al Wefaq Transportation Solutions – YELO Company**  
**Branch Manager | June 2021 – May 2025**

Oversaw branch operations, team performance, and revenue goals. Led the branch to top regional rankings and received the Certified Manager Award in 2023 and 2024. Trained staff and ensured full compliance with policies and reporting standards.

- **Sales Consultant | Jan 2017 – June 2021**

Delivered excellent customer service, consistently achieved sales targets, and supported client issue resolution contributing to high satisfaction, retention, and brand loyalty.

- **Channels Company (STC)**  
**Branch Supervisor | 2013 – 2016**

Led retail operations and sales team, managed inventory and performance metrics, and earned recognition for driving strong results and customer satisfaction.

- **Customer Service Representative | 2011 – 2013**

Handled customer inquiries and guided service usage while maintaining CRM records and ensuring effective issue resolution

## LANGUAGES

- Arabic: Native
- English: Working Proficiency