



Houmam Baccora

Business Development

Dubai - United Arab Emirates

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Languages

Arabic (Native)

English (Fluent)

Russian (Work Proficiency)

About

with over 14 years of work experience in the business field Houmam Baccora has acquired extensive skills in Sales, Business Development and Project Management . He has overseen and managed various projects in multiple countries and built solid relationships with national and international stakeholders and vendors. He has strong leadership skills and unique ability to manage teams and personnel of various backgrounds. He welcomes new challenges with determination and has the ability to learn and adapt when he is assigned new tasks. He has the skills that enable him to find creative solutions to different problems He is efficient, self-motivated and a team player. Houmam received his Bachelor of Arts in Business Administration from the University of Greenwich, London, United Kingdom. He then continued to receive a Master Degree - MSc in Project Management from Russian Presidential Academy of National Economy and Public Administration, Institute for Social Sciences, Moscow, Russia. During his college and master years, he worked in several field in local, International and Multinationals companies. His work experience started in Damascus, Syria as Sales Coordinator at Puzant Yacoubian Group. He was then worked as Sales Supervisor at FedEx. Later on, moved to Dubai, UAE and worked as Sales Executive at Levant and then as a Registration & Licensing Service Assistant at Dubai Multi Commodities Centre where he championed the efforts to direct the IT department to utilize Oracle system to generate work related Letters which was time and cost saving to the Company. While at this position, he also maintained high employer and customer satisfaction. He moved to Moscow, Russia and took and accepted a new role as Brand Director at Rich Time Group specializing in watches importation from Switzerland to Russia. He established an online platform that resulted in 40% increase in watches sales. Then as a Sales Manager at BAKKOURA Company, the owner of BAKKOURA and Franc Vila watches Swiss brands. Middle of 2022 Year, he moved back to Dubai as Sales & Business Development Executive at Serene Investments Group and Calyp Coworking Business Center. Houmam continues to learn and train and he works hard to develop new skills by attending various forums

BRANDS WORKED WITH

- Bakkoura Llc
- Calyp Coworking Dubai
- Dubai Multi Commodities Centre
- FedEx
- Levant
- Puzant Yacoubian Group
- Rich Time Group
- Serene Investments Group

Experience

● Sales & Business Development Executive

Serene Investments Group | Jun 2022 - Now

- Providing tailored fit solutions to entrepreneurs and investors who wishes to set up their business in UAE relating to Mainland, Free zone and Offshore company formation.
- Managing client portfolio and advising them on the most appropriate setup for their desired business activity.
- Providing excellent customer service by increasing the satisfaction and quality of experience.
- Displaying strong sales, negotiation, listening, empathy and organizational skills.
- Managing prospects in the portal and consistently following up with the clients.
- Keeping the clients updated of the application status and any issues arising, working closely with their account manager. Supporting the company formation assistant and the customer in gathering the required documentation to support license application in a timely manner through the clear explanation of the application process and its steps.
- Continuously updating and maintaining the UAE business setup market knowledge.
- Establishing good relationship with the clients
- Proven sales experience in a target driven, KPI focused environment
- Initiative and commitment, able to manage clients independently



● Sales & Business Development Executive

Calyp Coworking Dubai | Jun 2022 - Now

- Conduct market research to identify selling possibilities and evaluate customer needs.
- Set up meetings with potential clients and listen to their wishes and concerns.
- Prepare and deliver appropriate presentations on services
- Negotiate/close deals and handle complaints or objections
- Participate on behalf of the company in exhibitions or conferences
- Collaborate with team members to achieve better results
- Gather feedback from customers or prospects and share with internal teams

● Deputy General Manager

Bakkoura Llc | Aug 2021 - Mar 2022

- Managing the company and ensuring high quality business activities with maximum quality, service and profitability for the company.
- Ensuring that the team understands that the company's profits and achievements are reflected in all its operations and activities.
- Ensuring that the sales and company documents are legally and meet government and customs standards
- Assist line manager in achieving maximum customer satisfaction in accordance with company plans.

● Commercial Manager

Rich Time Group | Jun 2014 - Jul 2021

- Coordinating and corresponding with watches luxury brands (placing orders, following shipment status and following up on documents, ensuring that account statement and company balance are in order, etc.)
- Allocating watches in different stores based on the brand and the affordability to costumers.
- Collecting feedback from clients to design a plan to reach highest customer satisfaction.
- Advertising our brands in different media outlets and online.
- Ensuring reasonable pricing of watches and accessories.
- Performing market analysis periodically to be able to maintain a profit margin.

● Registration & Licensing Services Assistant

Dubai Multi Commodities Centre | Dec 2010 - Aug 2013

- Processing registration and licensing for companies : processing new company licenses, amendments, and license renewals
- Ensuring that all applications for company registration meet compliance standards with Oracle contract and are properly filed using the correct legal documents

● Sales Executive

Levant | May 2010 - Nov 2010

- Maintaining good customer service
- Negotiated price, costs, delivery, and specifications with costumers
- Distributed surveys, aiming to meet or exceed expectations in regard to customer service.
- Followed sales trends and reported them to managers .



● Sales Supervisor

FedEx | Jul 2009 - Mar 2010

- Assisted in:
 - o Leading, directing and motivating our team to achieve sales objectives.
 - o Revising and implementing different sales strategies plans to achieve business goals
 - o Identifying appropriate business targets.
 - o Providing a professional and excellent customer service with existing and new customers.
- Sales supervisor
- Customer service supervisor (dispute and conflict resolution)
- Quality control supervisor to ensure adherence to company policies and procedures
- Monitored calls and provided feedback to assist reps in meeting sales goals

- **Sales Coordinator**

Puzant Yacoubian Group | Jul 2008 - Jun 2009

- Accurate and timely quotations and pre-format invoices to customers
- Processed inquires by phone, fax, email, and in-person
- Met customers on company premises to conduct preliminary needs assessment
- Maintained good relations with customers and remedied issues between clients and coworkers
- Accurately execute purchases of material supplies for resale as required

Education & Training

2013 - 2015 ● **Russian Presidential Academy of National Economy and Public Administration**

MSc in Project Management, Master of Science

2010 - 2012 ● **University of Greenwich**

Bachelor of Arts in Business Administration, Bachelor Degree, Business Administration, BA Hons

2009 - 2010 ● **Edexcel**

BTEC Professional Diploma in Business Administration and Management, Professional Diploma, Business Administration and Management

2006 - 2009 ● **EDEXEL**

BTEC Higher National Diploma in Computing and Business Application, HND, Computing and Business Applications