# ROHADA HAJ SOLIMAN

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## PROFESSIONAL EXPERIENCE

**Business Operations Assistant** **Jul 2024 – Oct 2026**
*Red Wings Co.: Heavy machinery purchasing and auction services* *Remote*

- Managed daily follow-up with 20+ recurring clients via WhatsApp, email, calls, and Telegram, sending tailored product, pricing, and auction offers based on each client's purchasing interests.
- Executed real-time auction bids on behalf of clients across 3–4 auction days per week, adjusting offers to client instructions, including multiple auctions on peak days.
- Compiled 30+ client and auction reports monthly, recording bids, purchase results, pricing, lot numbers, and machinery details.
- Maintained Excel records of machinery data, serial numbers, auction lots, pricing, invoices, and shipping information.
- Resolved client and shipping issues by identifying documentation errors, drafting correction requests, and coordinating with responsible parties.
- Processed container shipping documentation and client requirements through CargoX, drawing on 2 years of experience with the platform.

**Sales Agent** **Jan 2021 – Aug 2022**
*Trendy Store* *Mount Lebanon*

- Served 10–20+ customers daily face to face, providing product information and addressing inquiries and complaints.
- Processed transactions at the cash register and supported daily operations, including store opening and closing procedures.
- Organized product displays to maintain a positive customer experience.

## PROFESSIONAL DEVELOPMENT

**High Ticket Closing Training** **Aug 2026 – Present**
*ENE Academy* *Remote*

- Practice high-ticket sales through structured courses, weekly drills, and role-play covering client discovery, objection handling, and closing.
- Develop a personal brand while learning affiliate marketing fundamentals.
- Study e-commerce principles to understand online sales models.

## EDUCATION

**Baccalaureate in Architectural Studies, Major in Architecture** **Sep 2020 – Jul 2023**
*P.C.S Academy* *Ainab, Mount Lebanon*

## SKILLS

- Customer Support
- Client Relations
- Client Follow-up
- Complaint Resolution
- Auction Coordination
- Bid Execution
- Business Operations
- Documentation
- Reporting
- Data Management
- Excel (XLOOKUP, Pivot Tables)
- CargoX
- Microsoft Office and Outlook
- Gmail and Google Drive
- Canva

## LANGUAGES

**Arabic** (native), **English** (fluent)