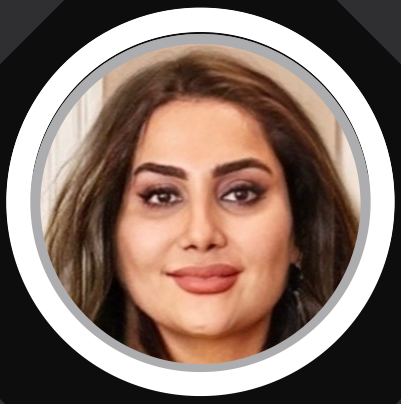


# Laleh Heydari

## Sales Expert Team Leader


- DoB: 1980-01-13
- Marital Status: Single

lalehf1358@gmail.com

(+98)9131087801

Valiasr Street, above Saei Park, Tavanir Station, Tehran, Iran


## Skills

| | |
|---|---|
| **General Management** | 80% |
| **Information and Communication (ICDL)** | 100% |
| **Social media software** | 100% |

## Social Network


laleh32410

Lalehharte

Laleh Heidari


Sales expert team leader with over 5 years of experience in managing sales teams and optimizing marketing strategies. Ability to create and maintain strong relationships with clients and identify market needs. Possesses strong analytical skills and mastery of sales techniques that lead to increased customer satisfaction and sales growth. Always seeking to improve team performance and achieve higher results. My goal is to elevate the sales team and achieve organizational objectives.

## Education

**Master of MBA** **« 2024**

Institute/University: University of Tehran

Tehran, Iran

## Work Experience

**Sales and Marketing Expert** **« March 2017 - December 2025**

kpt

Tehran, Iran

**Tasks and Achievements**

- Managing and developing sales strategies to increase revenue and enhance market share.
- Establishing and maintaining effective relationships with clients to gain their loyalty and repeat purchases.
- Analyzing sales data and providing monthly reports to management for strategic decision-making.
- Training and guiding the sales team in providing the best services and products to customers.
- Holding meetings and exhibitions to introduce products and attract new clients.

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### ISO Quality Assurance Manager

« March 2015 - January 2017

kpt

Tehran, Iran

**Tasks and Achievements**

- Overseeing key processes to maintain quality standards and ensure compliance with ISO requirements.
- Developing and implementing training programs to enhance employee awareness and knowledge regarding quality and ISO standards.
- Leading the internal team in conducting internal audits and identifying strengths and weaknesses in processes.
- Managing continuous improvement projects to enhance efficiency and reduce costs based on ISO standards.
- Reporting and analyzing quality data to identify trends and provide improvement solutions.

### Customer Support Expert

« December 2002 - November 2015

BPC IT COMPANY

Isfahan, Iran

**Tasks and Achievements**

- Responding to customer inquiries and providing effective solutions to their problems
- Recording and following up on customer complaints and ensuring their satisfaction after service provision
- Analyzing customer feedback and providing suggestions to internal teams for product and service improvement
- Collaborating with sales and technical teams to resolve complex customer inquiries and issues

## Language

### English

| | | | |
|---|---|---|---|
| Writing | **Intermediate** | Reading | **Pre Intermediate** |
| Listening | **Pre Intermediate** | Speaking | **Pre Intermediate** |

## Certificates

### Bachelor's Degree in MBA

Institute: Entrepreneurship Faculty, University of Tehran

2022

### ISO 9001-2015 Quality Assurance Certification

Institute: TUV ACADEMY

May 2023

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- **Projects**

**Obtaining a Research and Development License for the Institute of Employment**

For: KPT

October 2023

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