

HADEL NOQALI

SAUDI NATIONAL OPERATIONS ADVISOR

Riyadh, Saudi Arabia
Phone: +966566780361
Email: Hadeel.career7@gmail.com

PROFILE

Client-centric professional with a passion for luxury, storytelling, and relationship-building. Skilled in high-pressure operations, training, and delivering seamless experiences across fashion and automotive sectors. Known for adaptability, brand knowledge, and personalized client service

EXPERIENCE

Delivery Advisor - Riyadh, KSA -2024-present

Tesla

- Managed B2C customer handover interactions across email, phone, and SMS in both Arabic and English, handling up to 50 clients daily to ensure smooth communication and issue resolution.
- Supported vehicle delivery scheduling and coordination, ensuring all legal, financing, and internal documentation were complete before handover.
- Led pre-delivery documentation checks, collecting required legal paperwork from customers and aligning with internal stakeholders to meet deadlines.
- Created and maintained weekly operational reports, including VIN-by-VIN quality checks, customer priority lists, and blocker tracking for timely deliveries.
- Played a key role during Tesla's Dammam launch, acting as a Customer Experience Specialist—capturing leads, managing test drive scheduling, and setting expectations for new customers.
- Trained alongside UAE teams (Abu Dhabi and Dubai) to manage complex delivery escalations, including software issues, damage claims, and delays, escalating them to the correct internal teams.
- Took ownership of cross-functional coordination across registration, service, finance, and sales to ensure a seamless end-to-end customer journey.
- Demonstrated flexibility during the launch by performing multi-role support, including event hosting, process presentations, and live translation of service parts for team efficiency.
- Delivered proactive follow-ups and guided customers through the entire delivery lifecycle, ensuring satisfaction and timely delivery in a high-pressure market entry phase.
- Acted as a trusted point of contact during the market instability, quickly adapting to change and resolving last-minute issues with professionalism and speed.
- Underwent and retained extensive product, brand, and general EV knowledge and relayed them to clients with passion and professionalism

Client Advisor - Riyadh, KSA - 2023 - 2024

Gucci, Kering

- Successfully cultivated and retained a loyal client base of 100+ clients, transcending transactions, contributing to increased sales and brand loyalty and served a clientele of 500+ clients
- Secured high ticket sales with VIP client during men's Ready-to-wear high-end event of 100k focused on suits and customized full 5 looks
- Specializing in the Men's ready-to-wear category by intensive product knowledge, sizing, looks, and multiple high-ticket men's styling invoices that add up to 250k in the span of 6 months from November-January
- Completed 100% of training courses and continued to learn more over 100 lines, runways, and brand identity symbols from the beginning of brand history to date, and created a storytelling environment to inspire walk in clients with maintained information
- Dabbled with an In-store trainer position to prepare short training briefings, measure team knowledge, and instill passion to relay to clients through creating infographics, drafting emails to corporate with successful client appointments from a team of 17, catalogues, and summaries of briefings
- Learned after-sales services such as embossing, leather reconditioning, leather cleaning, silver jewelry polishing, black leather recoloring, and watch re-sizing
- Followed and preserved Visual merchandising guidelines throughout the day including pricing standards and replenishment
- handled operating different cashiers and tracking systems such as "Xstore" and Visa POS from refunds, reverse transactions, bank transfers, special order deposits, closing and opening tills, and cash handling as well as end-of-day closing summary trackers.
- During store visits from upper corporate, such as group deputy CEO Francesca Belletini and brand CEO Jean-Francois (and more), prepared store KPI's and demographic statistics to relay success from quarters to yearly goals, made sure that brand and group vision is understood throughout the team and discussed how our boutique is following it
- Took care of perfume replenishment, tracking testers and stock, and notifying the buying team
- handled high-pressure brand and group changes from management, creative directors, brand events, closing down 2 boutiques, and shifting clients from one favorite store to another with care to not affect client retention or morale

Sales Associate - Riyadh KSA - 2022-2023

Homecentre, Landmark Arabia

- Maintained up-to-date knowledge of in-store promotions, industry manufacturing standards and stock inventory of 100+ product USPs (unique selling point)
- Grown accustomed to working in a 6,800 sq ft store, mastering the layout, high volume sales, invoices and rush-hour
- Cultivated competitive advantages to target customer needs while maintaining positive relationships, resulting in 7 personal and B2B client referrals.
- Trained 27 junior sales, cashiers and new employees and provided coaching and mentoring needed to maintain company sales success
- Advised operation management regarding current external and internal issues based on observation
- Settled customer disputes in a professional, helpful and pleasant manner without the need for managerial intervention
- Familiarized with routine cashier protocol and cash-handling
- Insured that weekly, monthly and quarterly training goals are complete by coordinating with other ISTs (In-store trainers) and managers

SKILLS

Luxury | Clienteling | Facilities maintenance | Handover logistics | Cash handling | Retail technology & Maths | Microsoft & Google Proficiency (Word, Excel, Powerpoint, Docs, Drive) | Staff education and training | Delivery operations | Copy writing | Social media expertise | Brand promotion strategies | Research and Prioritization | Public Speaking | Graphic Design

AWARDS

- Best Employee with IACAD (2019)
- Effort Appreciation with IACAD (2019)
- Certificate of excellence in Business (school) (2019)
- Effort Appreciation with SACM (2013)

EDUCATION HIGHLIGHTS

- International university of Applied Sciences - Online
- Undergraduate - International Management | present