

## Yasir Ali Amer

📍 Riyadh, Saudi Arabia

✉ contact@YasirAmer.com | [Yasir.gth@gmail.com](mailto:Yasir.gth@gmail.com)

☎ +966 557253462 | 🔗 [www.YasirAmer.com](http://www.YasirAmer.com)



### Professional Summary

Experienced Sales & Training Supervisor and Inventor of Chat eye, a groundbreaking eye-tracking communication and control system. Strong expertise in sales management, staff training, data entry, and digital marketing. Skilled in inventory accuracy, POS operations, Microsoft Office 365 tools, and market analysis. Adept at negotiation, problem-solving, and technical support. Proficient in software development, web technologies, and business process optimization to enhance operational efficiency and sales performance.

### Work Experience

#### Sales Supervisor & Trainer | Al-Rifai Roastery (Gulf Trading Company)

📍 Riyadh, Saudi Arabia | May 5, 2016 – Present

- Leading and training sales teams, ensuring mastery of Sales Steps, Product Knowledge, POS operations, and customer service excellence.
- Developing and implementing structured sales strategies to drive cross-selling, up-selling, and revenue growth.
- Tracking and analyzing market trends and competitor pricing to optimize sales strategies.
- Managing sales data entry and reporting, ensuring accurate and real-time performance tracking.
- Negotiating with customers and suppliers, resolving disputes, and optimizing pricing structures.
- Providing customer support and handling inquiries professionally, ensuring high satisfaction and retention rates.
- Monitoring stock levels and sales performance, ensuring optimal product availability across stores and warehouses.
- Implementing digital marketing strategies, including SEO, online sales applications, and brand visibility enhancement.
- Software troubleshooting for mobile and computer systems, ensuring efficient workflow

and resolving IT-related challenges.

- Working under pressure to meet market demands, achieve sales targets, and handle supply chain challenges.

## Invention & Innovation

### Inventor of Chat eye

- Developed an innovative communication and control system using eye-tracking technology.
- Designed to assist individuals with limited mobility by enabling text-based communication and system control using only eye movements.
- Integrated AI and advanced tracking algorithms to enhance accessibility and user experience.
- Patent Holder for the technology, aiming to revolutionize assistive communication tools.

## Skills & Competencies

- Sales & Management: Sales Management, Performance Tracking, Sales Steps, Customer Service Training.
- Technical Skills: Data Entry, POS Operations, Microsoft Office 365 (Excel, Word, PowerPoint, Power BI, Exchange), SEO, Digital Marketing, Web Development (HTML, PHP, C# ASP), Game Development.
- Innovation: Assistive Technology, Eye-Tracking Systems, Software Troubleshooting.
- Operational Skills: Inventory Accuracy, Stock Control, Market Research, Price Analysis, Negotiation, Problem-Solving.
- Business Operations: Retail Operations, CRM Systems, Employee Training, Market Adaptation.

## Education & Certifications

### Bachelor's Degree in Commerce (Accounting Department)

📍 Faculty of Commerce | Graduated: 2015

Certifications:

- Patent Registration for Chateye (Eye-Tracking System), 2023
- Certified Sales Professional (CSP), 2018
- Microsoft Office Specialist (MOS), 2017
- Digital Marketing Fundamentals (Google Certification), 2019

## Technical Skills

- Microsoft Office 365 (Excel, Word, PowerPoint, Power BI, Exchange)
- Data Entry & POS Management
- SEO & Digital Marketing (Google Ranking, Website Optimization, PPC Ads)
- Web Development (HTML, PHP, C# ASP)

- Game Development & Programming
- Retail Operations & Inventory Auditing
- CRM & POS Systems
- Employee Training & Sales Coaching
- Market Research & Price Comparison
- Mobile & Computer Software Management & Troubleshooting
- Assistive Technology & Eye-Tracking Systems

### Languages

- 🗣️ Arabic – Native
- 🗣️ English – Intermediate Communication

### Additional Information

- Valid Driver's License (Private)
- Valid Residency Permit (Iqama)
- Patent Holder for Chat eye – Eye-Tracking Communication & Control system