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**Objective**

A suitable position as **Sales Manager** with a reputed organization and to work in an innovative and competitive environment, and to attain & fulfill organizational goals thereby simultaneously achieving personal career growth.

**Professional Details**

* **Bahwan ITON** (Dubai, UAE) - November 2008 - Present.

**Sales Manager**

Software Solutions Development Company, Dubai,

I am reporting to the General Manager/CEO.

**Duties and Responsibilities**

* Represent the company interests as a Sales Manager in the assigned territory by marketing varieties of customized software’s, Archiving Software’s, eservices Software’s & workflow Software’s and smart services Apps. The focus is to manage the trade market plan in order to achieve the sales volume and build customer relationship.
* Handle business development of the product within the assigned territory.
* Briefly describe and demonstrate the Software’s to clients, in order to make the usage easy and efficient.
* Briefly explain the benefits on Software’s.
* Execute time saving deals.
* Prepare quotations / sales orders / tenders for corporate and develop good customer relationship.
* Convince clients, negotiate & close the deal successfully.
* Compare the prices and update the Sales Manager on the prices.
* Prepare & update Sales Reports daily, weekly and monthly basis.
* Maintain & provide customer feedback report to the management.
* Collecting client’s requirements and arranging the filtered list of required and un-required documents for scanning.
* Managing the Staff in the Projects (15 Agents & Supervisors and developer Engineers) to achieve the best performance, by assuring the best way how to use our customized Applications.
* Mapping & freezing clients Requirements and transferring the information to back office developers, then presenting the final application to the clients for UAT.
* Training client’s Users how to use our customized applications.
* Regular the customer interaction for application & process updates.
* Commercial & Contract Renewal follows up.
* Issuer that the Project handover is done well with insuring full QC for all the handover items.

**Achievements**

I have created & handled a new account for the company as following:

1. RTA
2. Dubai Land Department
3. Dubai Economic Department
4. MOI/Ministry of Interior
5. MOHESR/Ministry of Higher Education
6. MICAD/ Ministry of International Cooperation & Development.
7. ADOF/ Ajman Department of Finance
8. MOL/ Ministry of Labor
9. MEOW/Ministry of Environment & water
10. MOFA/Ministry of Foreign Affairs
11. MOE/Ministry OF Education.
12. Ajman Land Department.
13. Ajman Municipality
14. ARRA/ Ajman Real Estate Regulatory Agency.
15. Zaid House Department.
16. Dubai Court
17. Emirates post
18. ALNABOODA
19. India General Insurance
20. Abu Dhabi Exchange
21. DAMAC
22. Al Futtaim Technology
23. 4all Rent Car

* **Continent Advertising** (Dubai, UAE) - Feb 2007 to Oct 2008

**Sales Team Leader**

Advertising Agency (Official Directories Publisher) Dubai

I was reporting to the Senior Sales Manager.

**Duties and Responsibilities**

* The job profile includes space selling to corporate clients in free zones, and all Cooperate clients throughout Dubai and Sharjah.
* The job responsibilities include, getting new clients, fixing meeting appointments, meeting with clients, doing the presentation of the publications and printing services, closing the deals, following up the art work and coordinate with Studio department for the art work. And follow up for the payments based on the contract agreement.
* Doing training for the new sales team (8 staff), by doing client sites visits, products training teaching how to fix the meeting appointments, keep track on team performance on daily weekly and monthly basis.
* Reporting to the Senior Sales Manager on weekly basis about the Summary of sales, new opening key accounts, the old contracts renewal, my team performance.

**Achievements**

* Increased Sales Volume by 50% (Annual) within the given area.
* Achieved monthly targets consistently for 7 consecutive months.
* The first order in the amount of sale, and getting new clients (120 new clients).
* The establishment of an integrated team of successful marketers in a very short period.
* **Taraqi Trd.Est** (Dubai, UAE) - Jun 2004 to Jan 2007

**Sr. Sales Executive**

Clothing and Footwear Company, Dubai

I was reporting to the Owner

**Duties and Responsibilities**

* Responsible for enhancing profitability, sales, and market share through the development and implementation of strategic and tactical sales plans for promoting the sales of Shoes, Fashion Garments, Under Garments, for Brazilian & Syrian Brands through Key Accounts - Hypermarkets/ Retail Establishments/ Supermarkets/ Department Stores in the territory of UAE.
* Travel extensively in the region as a Company Ambassador, generating high visibility for the company. Participated in Exhibitions/ Trade Shows.
* Actively participated in the new product launches, business assessment, sourcing and buying of new products from international suppliers worldwide.
* Controlled business relationships with key decision makers to assure client retention, enforce compliance with contract terms and payment schedules, as per credit control policies of the company.
* Actively involved in monitoring on competition activities, business review with senior buyers and section Managers of Outlets.

**Sales Achievements**

* Grew Annual Revenue of the company by 70% (Annual).
* Increased Key Accounts customers based from 20 to 70.
* Perform Export Sales by conducting feasibility studies for business expansion in new markets, selected and appointed new outlets in the KSA/QATAR/KUWAIT through Dubai Exhibitions, for promoting the company products**.**

**Makae International** (Abu Dhabi, UAE) March 2000 to May 2004

**Showroom Manager** MORGAN Boutique – TORERRO Boutique - FREE Boutique

Group of Companies of Sixteen Different European Brands (Fashion, Shoes, Jewelry, kids Wear, Teenagers Wear), Abu Dhabi

I was reporting to Senior Sales Manager

**Duties and Responsibilities**

* Planned, directed and controlled all activities related to retail sales operations of this leading company, dealing in Branded Ladies Fashion garments / Accessories. Including customer service of the company.
* Provided leadership to team in achieving department goals, schedule and monitored work.
* Supervised a team of 4 sales staff. Reported to the Retail Manager.
* Managed staff schedule and oversaw section cash (till) point/ POS System.
* Developed and enhanced outstanding customer service.
* Consistently achieved exceptional sales by applying influential selling techniques and through personalized communications.
* Actively involved in the implementation of different sales promotion and products merchandising activities.
* Assess customer feedbacks and prepared statistical reports to ensure Total Customer Satisfaction.

**Achievements**

* I joined with the company as junior indoor sales man, within three months I achieved good result of the sales and I got promoted as sr. indoor sales man. I became the retail showroom supervisor when the company opened new branch and I became as Showroom Manager for 3 shops.
* Grew Annual Sales Revenue of the Showroom from AED. 700,000 to AED.1.1 Million.
* Planned and implemented calendar of promotional activities.
* Delivered personal attention to customers to ensure high level of satisfaction, to generate repeat clientele, and special orders...
* Trained, monitored and supervised retail sales associates.
* Making a team atmosphere through improved training, communication and motivation. Ensuring clear direction and employee preparedness.

**Training Program & Course:**

* Certificate of Service Excellence Program, Profiles International in 2003, Crowne Plaza Hotel, Dubai.
* Certificate of Customer Service Program, Profiles International in 2003, Crowne Plaza Hotel, Dubai.
* Certificate of Service Excellence, Biz-Ability in 2002, [Sheraton Hotel, Abu Dhabi.](http://www.booking.com/hotel/ae/sheraton-abu-dhabi-resort.es.html?aid=303946;label=ae-abu-dhabi-g3j64XfptKLOIxQ3PYo3HgS4900647143;sid=adb5c7cf41c27b8a6e4aee0377d195d8)
* Certificate of Excellence, Makae international Management in 2002, Marina Mall, Abu Dhabi.

**Computer Proficiency**

Microsoft Office, Microsoft Excel, Microsoft Office Visio, Microsoft Online Services, Power Point, Outlook, Internet.

**Educational Qualifications**

BA Commerce & Business Administration - Al Jamhouria institute, Syria

**Personal Particulars**

Nationality Syrian

Date of birth 16/04/1978

Marital Status Married

Languages Arabic Mother tongue, Fluent in English,