**Visa status :** Visit Visa until 10th January 2016.

**JOB OBJECTIVE:**

To establish and practice a promising and challenging career in a company providing a professional working environment and allows comprehensive employment of my knowledge in accordance to the company’s goals.

**SPECIAL SKILLS:**

* Computer Literate, knowledgeable in Microsoft Office Programs.
* Proficient in Omega & Al-Ameen.
* Good communication and customer service skills.
* I strive for continued excellence.
* Takes criticism as positive remark for my own growth.
* Trustworthy, patient and can work multitasks

**LANGUAGES:**

* Arabic - Origin
* English - Fluent

**WORK EXPERIENCE:**

**Global Management Institute**

Sales Executive

Syria

Oct.2013 – Oct. 2015

**JOB DESCRIPTION:**

* Providing marketing ideas for further success of the administrative and development in the organization;
* Team leader of 22 individuals to achieved institution goals.
* Maintaining and developing relationships with existing customers in a person and via telephone calls and emails;
* Advising on forthcoming product developments and discussing special promotions;
* Researching the market and related products;
* Presenting the product or service favourably and in a structured professional way face-to-face;
* Listening to customer requirements to make a sale;
* Collecting feedbacks from the clients and make sure our products satisfied the customer.
* Perform Strengths, Weaknesses, Opportunities and Threats (SWOT) Analysis.
* Performs other duties which may be assigned from time to time sales work related.

**Syriatel**

**Customer Service**

Syria

Aug.2011 – Sep.2013

**JOB DESCRIPTION:**

* Attracts potential customers by answering product and service questions; suggesting information about other products and service;
* Open customer accounts by recording account information;
* Maintains customer records by updating account information;
* Resolves product or service problems by clarifying the customer’s complaint;
* Determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustments; following up to ensure resolution;
* Prepares product or service reports by collecting and analysing customer information;
* Performs other duties which may be assigned from time to time customer service representative work related.

**EDUCATIONAL BACKGROUND:**

**COLLEGIATE**

EDUCATIONAL LEVEL: Bachelor’s / College Degree

COURSE: Bachelor’s in Business Management (4years)

SCHOOL/UNIVERSITY: Damascus University, Syria

DATE: Oct.2015

**CERTIFICATES/COURSES:**

* CBME (Certified Business Management Expert) Cork University, Ukraine Oct, 2015
* Feasibility Studies Diploma – ILLAF Train, United Kingdom Sep., 2015.
* Stress Management – ILLAF Train, United Kingdom Sep., 2015.
* Anger Management – ILLAF Train, United Kingdom Sep., 2015.
* Psychological Support – Damascus University, Syria Jul., 2015.
* Customers Service – ILLAF Train, United Kingdom May, 2015.
* Business Market Skills – Damascus University, Syria May, 2015.
* Body Language Diploma – Global Management Center, Syria May, 2015.
* NLP Diploma (**Neuro-Linguistic Programming) –** ILLAF Train, United Kingdom Mar., 2015.
* Management Developing – Intl. School of Business Management, Switzerland Mar., 2015.

**PERSONAL BACKGROUND:**

AGE : 22 years old

CIVIL STATUS : Single

GENDER : Male

DATE OF BIRTH : March 11, 1993

HEIGHT : 5’7 feet

NATIONALITY : Jordanian



**Gulfjobseeker.com CV No:** **1514910**