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**Gulfjobseeker.com CV No:** 255842

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### *Career Objective:*

A challenging position, which offers a high level of responsibility that, would utilize my interpersonal, communication skills and dynamic personality.

### *Personal Information*

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| **Birth Date:** | 1990 |
| **Gender:** | Male |
| **Nationality:** | Jordanian |
| **Residence :** | United Arab Emirates |
| **Marital Status:** | Single |

### *Professional Experience:*

### - Sales engineer at falcon point for software & electronic sites from 20 Oct- present.

### Responsibilities and roles:

* Searching for new clients who could benefit from your products in a designated region
* Establishing new, and maintaining existing, relationships with customers
* Managing and interpreting customer requirements
* Persuading clients that a product or service will best satisfy their needs
* Negotiating tender and contract terms
* Negotiating and closing sales by agreeing terms and conditions
* Offering after-sales support services
* Administering client accounts
* Analyzing costs and sales
* Recording and maintaining client contact data
* Supporting marketing by attending trade shows, conferences and other marketing events
* Making technical presentations and demonstrating how a product will meet client needs
* Providing pre-sales technical assistance and product education
* Liaising with other members of the sales team and other technical experts

**- Data entry at Aramex from March- Dec 2013.**

### Responsibilities and roles:

* Prepares source data for computer entry by compiling and sorting information; establishing entry priorities.
* Processes customer and account source documents by reviewing data for deficiencies; resolving discrepancies by using standard procedures or returning incomplete documents to the team leader for resolution.
* Enters customer and account data by inputting alphabetic and numeric information on keyboard or optical scanner according to screen format.
* Maintains data entry requirements by following data program techniques and procedures.
* Verifies entered customer and account data by reviewing, correcting, deleting, or reentering data; combining data from both systems when account information is incomplete; purging files to eliminate duplication of data.
* Secures information by completing data base backups.

**-Oriented software as technical support Jan - Nov 2014 .**

### Responsibilities and roles:

* installing and configuring computer hardware operating systems and applications;
* monitoring and maintaining computer systems and networks;
* talking staff or clients through a series of actions, either face to face or over the telephone to help set up systems or resolve issues;
* troubleshooting system and network problems and diagnosing and solving hardware or software faults;
* providing support, including procedural documentation and relevant reports;
* supporting the roll-out of new applications;
* setting up new users' accounts and profiles and dealing with password issue.
* rapidly establishing a good working relationship with customers and other professionals, e.g., software developers;
* testing and evaluating new technology;
* conducting electrical safety checks on computer equipment.

### -Customer support at Aspire services from Feb – Aug 2015.

### Responsibilities and roles:

* Attracts potential customers by answering product and service questions; suggesting information about other products and services.
* Opens 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 adjustment; following up to ensure resolution.
* Maintains financial accounts by processing customer adjustments.Recommends potential products or services to management by collecting customer information and analyzing customer needs.Prepares product or service reports by collecting and analyzing customer information.Contributes to team effort by accomplishing related results as needed.

### Education

Software Engineering degree from ZARQA UNIVERSITY

– Zarqa 2015

Android Programmer from Digit researche

AutoCAD from ZARQA UNIVERSITY

### Skills

* Ability to work under pressure.
* Computer: Internet, Microsoft Office, Programming & Formatting.
* Work individually or as a team member.
* Take responsibility and think about tasks in term of objectives and time to complete.
* Possess strong communication and interpersonal skills
* Flexible, self-motivated ,confident and dynamic personality
* learn whatever necessary to meet job requirements

**Languages:**

- Arabic: Native

### - English: Very Good (speaking, reading, and writing)