***Curriculum vitae***

***Maher***

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-  **OBJECTIVE:**

To join a prestigious organization against a position with good chances of growth to benefit of both organization and myself through coordinating with a broad range of people including clients .peers and colleagues.

 **Personal information:**

Date of birth : 21/03/1968

Gender : Male Maritial status : Married Religion : Muslim

Language known : Arabic ( mother tongue) English fluent

French fluent

Urdu basic

Visa status : UAE employment visa

**Qualifications** :

BA successfully graduated Tishreen University Syria - Lattakia

Diploma of French literature ( Arts , Literature )

**Computer knowledge**

- Well versed with ms office application

- Currently working on kerridge Autoline system

- Internet surfing.

**Work experience :**

 **1992-1998 :** Teaching Arabic and French languages in Jules Jammal School and Teshreen

University in Lattakia Syria.

 **2001-2003** : Store keeper in Union co-operative society (food items)

 **2003** : Translator for French language with Dubai police( French Arabic-Arabic French)

passed a special certificate of appreciation from Dubai police.

 **2004-2005** : Translator for French language with New world entertainment( event organizer) company closed.

 **2006 -2016** : aAuto spare parts sales supervisor with Liberty Automobiles Company in Sharjah ,UAE regional dealer for Cadillac, Chevrolet , Hummer and Opel dealer for GM spare parts.

**CURRENT POSITION:**

 **Senior sales incharge**

 **Key responsabilities :**

< Meet& greet the customers and using the sales process to close the deal provided professional product knowledge implemented professional presentation and demonstration skill and consistently achieved monthly targets.

< Manage customer relationships to achieve sales goals

< Identifies and develops parts sales opportunities in all market segment and ensure customer satisfaction.

< Provide excellent standard of customer service as per company policies.

< Maintain customer database and close contact with customer to achieve and maintain the CSI.

< Solving the problems and the misunderstanding issues happened with the customers

< Ensure that customer orders are processed correctly and back ordered parts follow up and update to parts manager.

< Handling all warranty issues coming through retail counter.

< Registering all of loss sales and discussing it with ordering department

< Develop relationships to generate customer goodwill and loyalty by answering all questions in correct way ,understanding all customer needs .

**Training attended (GM)**

I have been passed about 50 different kind of training under GM instructors

- World of vehicles training

- Professional selling skill for parts consultants

- Epc4 training

- Microcat training

- Gm dat electronic parts cataloging

- Holden partfinder

- Effective telephone skills

- How to build customer enthusiasm

- Gm parts consultant training

- Building trust with service customers

- 2013 chevrolet Malibu parts introduction

- How to use vct

- Chevrolet brand introduction