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**Summary**

* 4 years of professional experience as Sales Supervisor
* Basic computer knowledge/technological skills
* Good verbal and oral communication skills
* Ability to comprehend, capture as well as interpret basic customer information
* Ability to treat people with respect under all circumstances, instill trust in others besides upholding the values of the organization
* Sound judgmental powers; ability to manage difficult customer situations, to respond promptly to the needs of the customer, solicit feedback to improve service, respond to requests for service/assistance
* Ability to adapt to change, meet the changing demands of the work environment, any delays or other unexpected demands.
* Dependability; to follow instructions as well as take responsibility for their actions and also keep commitments
* Analyze the various parts of a problem properly and develop logical solutions
* Quality management- look for means of improving as well as promoting quality
* Ability to make efficient use of resources
* High level of motivation
* Ability to work well as part of a team- to exhibit objectivity and be open-minded towards the ideas and views of others, give as well as welcome feedback, contribute to building team spirit, aid others to succeed
* A sound knowledge of telephone etiquette & good social skills
* Ability to meet tight deadlines

**Professional Experience**

***Feb 2013 - Present Khartoum, Sudan***

**Alzawawi for Advanced Business Co. LTD**

**Sales Supervisor**

* Coordinating and supervising the day-to-day sales efforts of the team.
* Assisting Account Executives in the preparation of proposals and presentations
* Training and coaching team members on selling techniques.
* Leading, directing and motivating the sales team.
* Presiding over weekly staff meetings.
* Field training new sales representatives.
* Maintaining accurate records of customer contracts
* Attending all company departmental and general meetings
* Completing all sales paperwork.
* Carrying out staff performance reviews.
* Addressing individual and group training needs.
* Gather market and customer information and provide feedback on buying trends
* Represent Alzwawi organization at trade exhibitions, events and demonstrations
* Identify new markets and business opportunities
* Tracking the sales and publish the team report

**Education**

* B.Sc.(Business Administration) -Emirates College of Technology – Khartoum -Sudan 2012
* High School Certificate, UAE 2003