**Career Objective:**

A multifaceted technical sales with 2+ years of exceptional track record in sales, identifying new business opportunities and spearheading strategic sales. Seeking a marketing or sales position in a result oriented organization to contribute exceptional B2C and B2B services, strategic planning and revenue growth expertise for mutual growth benefits.

I am self-motivated and able to work both independently and as collaborative team member to obtain a position where I can maximize my organizational and interpersonal skills and knowledge.  
Friendly, enthusiastic and persuasive in sales situations successful in generating more business opportunity.  
Excellent communication skills and professional demeanor gained through extensive interaction with the public.

**EDUCATION**

|  |  |  |
| --- | --- | --- |
| 2009 – 2013 | **B.A Business marketing** | American University Of Science and Technology, Lebanon |
| 2007 – 2008 | **Lebanese Baccalaureate Economy and Sociology** | Lebanon |

**WORK EXPERIENCE**

1. ***March2014 (to present) Account Manager at Citytec Security & Fire,***
2. ***– UAE.***

• Develop and implement appropriate Channel & Customer Plans utilizing the support budget to achieve the sales Targets.

• Monitor Sales Performance by brand by customer through Daily, Weekly & Monthly reports.

• Conduct frequent Business review meetings with all customers.

• Ensure prompt listing of new items (innovations) as per agreed norms.

• Lead the related negotiations with all customers.

• Devote maximum time in the market to understand the dynamics of the Channel and customer.

• Provide Sales Forecast in line with Sales Trend and Sales Plan for the sub cluster

• Ensure that agreed Customer Service standard / parameters are met.

• Monitor Sales & Merchandising Force through well designed route plans.

• Constantly provide on job coaching to Sales & Merchandising Force

* Ensure customer outstanding do not exceed the agreed credit limits.

1. ***Dec 2011 – Sep 2013 inside Sales Representative at Pogati Chocolate, Beirut – Lebanon.***

* Ability to build a good relation with current and new customers.
* Assisting customers with choices and provide information about the product in question.
* Maintain a good relationship with the customer in order to achieve sales goals.
* Answering customer's queries and concerns.

1. ***Oct 2003 – July 2011 Shop Assistant at Verdun Market, Beirut – Lebanon.***

* Being responsible for processing cash and card payments.
* Dealing with customers refunds.
* Answering quires from customers.
* Assisting customers to find the goods and products they are looking for.
* Keeping up to date with special promotions and putting up displays.
* Receiving and storing the delivery of large amounts of stock.
* Responsible dealing with complaints.
* Ensuring stock levels are well maintained.

1. ***IT Trainee at Succar Computers, Beirut - Lebanon***

* Conduct computer training needs assessment by collecting information pertaining to work procedures, work flow, and reports; understanding job-specific functions and tasks.
* Determine system utilization requirements by researching and testing systems.
* Maintains safe and healthy training environment by following organization standards and legal regulations.
* Maintain quality service by establishing and enforcing organization standards.
* Maintain technical knowledge by attending educational workshops; reviewing publications.
* Conducts training classes by presenting job-specific, company-specific, and generic software applications and personal computer classes.

**Languages**

|  |  |
| --- | --- |
|  | Arabic: MOTHER OF TONguE - Native  English: Speak, Write and Read – Fluently  FRENSH: Beginner |
| **Microsoft** | Excel – Advanced  Word – Expert  PowerPoint – Business Professional  Web Browsing/ Research |

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