

# Akram Osman

## Personal Information - Contacts:

- Gender: Male
- Nationality: Sudanese
- Language: Arabic (Native), English (Fluent)
- Valid Driving license
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## Summary:

Experienced Sales Representative and Sales Engineer with a strong technical background in solutions and ICT technology. Holding a bachelor's degree with honors in Electronics and Communications Engineering and a PMP certification, I bring over 8 years of experience in project coordination, problem-solving, and team management within passive infrastructure. Adept at understanding client requirements, presenting tailored solutions, and ensuring service delivery aligns with planning, specifications, and quality standards, I excel in driving customer satisfaction, achieving project success, and contributing to revenue growth.

## Work Experiences:

### 1. Sales Engineer, – Future LCC - KSA

(2020 – 2023)

- Prepare and give technical presentations for new clients for CCTV and ELV (Extra-Low Voltage) solutions, including access control, fire alarm, and networking systems.
- Prepare and deliver sales presentations and demonstrations tailored to client needs, explaining how the products and services work to customers.
- Work with the customers and engineers to ensure the equipment meets the system requirements for power consumption.
- Prepare detailed technical and commercial proposals, including BOQs, pricing, and specifications, communicate with the sales team to understand consumer demands and offer sales support where necessary.
- Monitor project timelines, ensuring system installation and commissioning meet agreed standards.
- Build and maintain strong relationships with clients, consultants, and contractors, recommend new and improved products to the customers, and explain how the equipment will be more cost-effective.

### 2. Sales Representative, MICT- Khartoum, Sudan

(2018 – 2021)

- Prepare and give technical presentations in the renewable energy sector to explain how the products and services work to customers.
- Increased sales by 20% within one year by implementing a bank financing program for customers, facilitating additional orders and ensuring that equipment met system requirements.
- Secured orders and established partnerships across various sectors, including agriculture and residential, ensuring product standards were met and timely delivery was guaranteed, facilitating customer feedback and acceptance.
- Planned product modifications for UBS backup systems and inverters to meet evolving consumer demands, while also assisting clients in resolving product usage issues.
- Recommended new and improved products to customers, demonstrating how upgraded equipment would be more cost-effective during system enhancement.
- Designed marketing campaigns and sales strategies for telecom services, including 4G, VoIP, MPLS, and enterprise mobility solutions.
- Conducted regular market research to identify competitors' activities and refine sales approaches.

3-Customer Service Rep, ELB Group - Khartoum, Sudan:

(2014 - 2017)

- Handling inquiries, resolving issues, and providing information about products or services.
- Addressing and resolving customer complaints professionally and effectively.
- Taking and processing customer orders, ensuring accuracy and timely delivery.
- Offering detailed information about products or services, including features, pricing, and availability.
- Managing the return and exchange processes, ensuring compliance with company policies.
- Following up with customers to ensure their issues have been resolved and they are satisfied with the service.
- Offering insights and feedback to management about customer trends and potential service improvements.

Education - qualification:

• Bachelor of Science with Honors in Electronics Engineering  
Sudan University for Science & Technology. (2008- 2013)

- PMP Certified 2024

Courses:

- MS Project
- Business Analysis Course
- Risk Management Professional
- Advanced Excel
- Sales Management

Strengths:

- Punctuality
- Diligence and dedication to work
- A friendly, cheerful, and polite
- Attention to details
- Innovative and Creative ideas

Technical skills:

- Skilled in persuasive communication and relationship-building to effectively convince clients, leading to increased sales percentages and consistent revenue growth.
- Proficient in adapting and refining sales strategies based on market trends and dynamics to maximize opportunities and drive business growth.

# Soft skills:

- Effective Communication
- Leadership
- Presentation skills
- Persuasion Skills
- Time Management
- Negotiation Skills
- Problem-Solving
- Flexibility and Adaptability
- Continuous learning
- Social Responsibility
- Focus on goals and produce a result
- Organizational Skills
- Active Listening
- Team Collaboration
- Analytical Skills
- Work Under Pressure

# Computer Knowledge:

- Proficient in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook).
- MS Project for planning & Scheduling.
- Capability to handle email communication and manage electronic spreadsheets and calendars.
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# Reference:

- Available upon request.