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EXPERIENCE

1/4/2015 -
1/8/2021

- **Sales And Marketing**

American company

1. Building relationships and permanent communication with current and potential clients.
2. Preparing any papers or documents that the client may need to make agreements and conclude contracts.
3. A detailed explanation of all the products and services of the company he works for, and convince the customers to purchase them.
4. Paying attention to customer problems and assisting in solving them, transferring complaints and suggestions to the company's management.
5. Preparing clear work plans (daily/weekly/monthly) and making periodic improvements.
6. To lead, direct, and motivate the sales team in order to achieve the overall corporate sales objective.
7. To formulate sales strategic plans and submit it to the Sales Manager for approval and implementation.
8. To identify appropriate business target with the end in view of generating sales opportunities.
9. Formulate definitive plans of action to enhance a professional and excellent level of customer service to existing/new customers.
10. Handles customer issues, resolution and communicate escalated issues to the Sales Manager.
11. Supervise and monitors all Sales Representative in their respective assigned task.
12. Assist with Sales Representatives' concerns and product/service questions.
13. Create reports showing Sales and Attendance.
14. Monitors calls, provide feedback to Sales Representative and assist them in sales and quality assurance goals.
15. Performs other duties that may be assigned by management at times

15 / 1 / 2023 - 15
/ 7 / 2023

- **Loan officer and entry**

United Nations organizations (UNRWA)

- 1- Gathering, collating, and preparing documents, materials, and information for data entry.
- 2- Conducting research to obtain information for incomplete documents and materials.
- 3- Creating digital documents from paper or dictation.
- 4- Reviewing all documents and information for accuracy and informing the supervisor of any errors or inconsistencies.
- 5- Capturing data into digital databases and performing regular backups.
- 6- Updating and maintaining databases, archives, and filing systems.
- 7- Monitoring and reviewing databases and correcting errors or inconsistencies.
- 8- Generating and exporting data reports, spreadsheets, and documents as needed.
- 9- Performing clerical duties such as filing, monitoring office supplies, scanning, and printing as needed.

EDUCATION

2004 - 2009

- **Jordan / Jerash Privet University**
English language

SKILLS

- 1- Formulating and setting goals , Time management , Prediction skills and strength of observation.

- 2- Effective planning , Service Orientation and familiarity with the storage systems used in industrial establishments.
- 3- Preparing the executive programs for the approved plans , High leadership and management skills.
- 4- Make decisions based on facts also monitoring.
- 5- High command of Arabic and English and Proficient dealing with computer programs.
- 6- Dealing with office equipment , Judgment and decision making and coordination and burden distribution skills.
- * Problem Solving
- * Critical Thinking and Negotiation
- * Flexibility and Creativity
- * Communication Skills and Teamwork
- * Emotional Intelligence and Computer Skills
- * Administrative Skills and Marketing
- * Data Analysis and Mathematics

LANGUAGES

- Arabic Language
- English language

ADDITIONAL INFORMATION

Capability Name:

Description of the behaviour expected for the proficiency level.

Tendering and Contracting:

Displays basic understanding of processes to support the contracting/tendering implementation at my company by collecting necessary information.

Vendor Management

Leverages basic understanding of business needs to define vendor requirements and selection criteria.

Commodity and Product/Service Intelligence

Appropriately handles products/services based on an understanding of sources, technologies, properties, and public procurement principles/practices.

Systems & Reporting

Utilizes basic understanding of data sources, procurement systems, Corporate Operating System and processes to execute daily tasks.

Ethics and Compliance

Maintains accurate records of activities in line with compliance standards to increase ease of response to basic audit queries.