





# Sam Mohammed Sallam Al-Qadasi

## **\*\*VIP Sales Representative\*\***

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 Portfolio : <https://www.behance.net/sam1d>

## **\*\*Professional Summary\*\***

Highly motivated and experienced **\*\*VIP Sales Representative\*\*** with over 5 years of experience in sales, customer service, and account management. Proven expertise in assisting high-profile clients, resolving complex customer issues, and driving revenue growth. Adept at building strong relationships with VIP customers, providing tailored solutions, and achieving sales targets. Skilled in communication, negotiation, and delivering exceptional customer experiences.

## **\*\*Key Skills\*\***

- **\*\*Sales & Account Management:\*\*** VIP client handling, customer retention, upselling
- **\*\*Customer Service:\*\*** Problem-solving, inquiry handling, issue resolution
- **\*\*Telecommunications Expertise:\*\*** Payment processing, credit management, technical support
- **\*\*Communication & Negotiation:\*\*** Effective interpersonal skills, conflict resolution
- **\*\*Technical Skills:\*\*** Proficiency in MS Office Suite, CRM tools, and reporting systems

## **\*\*Professional Experience\*\***

### **\*\*VIP Sales Representative\*\***

**\*\*Yemen Mobile Company\*\*** | 2021-01 to 2024 01

- Managed a portfolio of VIP clients, including bankers, organizations, and companies, ensuring high levels of satisfaction and loyalty.
- Assisted VIP customers with bill payments, credit management, and internet services.
- Resolved complex telecommunication issues, ensuring quick and effective solutions.
- Consistently achieved and exceeded sales targets by identifying customer needs and providing tailored solutions.
- Reported and escalated unresolved issues to management, ensuring timely follow-ups with clients.
- Built and maintained strong relationships with VIP clients, enhancing brand reputation.

## **\*\*Sales Representative\*\***

**\*\*Yemen Mobile Company\*\*** | 2016 04 to 2020-01

- Delivered exceptional customer service by resolving telecommunication issues for a diverse customer base.
- Achieved monthly sales targets by promoting and selling various products and services.
- Assisted customers with the activation and troubleshooting of mobile services.
- Processed payments and ensured accurate account handling for all types of customers.
- Collaborated with the sales team to identify opportunities for revenue growth.

## **\*\*Customer Service Agent\*\***

**\*\*Yemen Mobile Company\*\*** | 2013-01 to 2015-05

- Handled customer inquiries and complaints with professionalism and efficiency.
- Resolved customer issues, escalating complex cases to supervisors when needed.
- Maintained detailed logs of customer interactions and issues for quality assurance.
- Provided accurate and timely information to customers regarding company services.

## **\*\*Education\*\***

**\*\*Bachelor of Business Administration\*\***

Modern Science University | 2011

**\*\* high school 2001 - 2004 ( High school, from Abd-alnaser school ) Sana'a, Yemen.**

## **\*\*Certifications\*\***

- **\*\*Customer Service Consultant\*\*** | Yemen Mobile Company | 2013
  - Completed advanced training in customer service excellence and problem-solving.
- **\*\*Sales & Collection Techniques\*\*** | Unlimited Skills Training & Development | 2008
  - International certification in sales strategies and collection methods.
- **\*\*Business Correspondence\*\*** | Al-Mohet Center for Training | 2010
  - Specialized in professional business communication and correspondence.

## **\*\*Achievements\*\***

- Consistently exceeded sales quotas, achieving over 120% of targets in multiple quarters.
- Successfully resolved over 95% of customer issues without escalation.
- Improved VIP client satisfaction scores by 15% through personalized support and account management.
- Played a key role in onboarding new VIP accounts, contributing to a 20% increase in company revenue.

**\*\*Languages\*\***

- **\*\*Arabic:\*\*** Native
- **\*\*English:\*\*** Advanced

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**\*\*Technical Proficiency\*\***

- **\*\*CRM Tools:\*\*** Skilled in managing customer databases and tracking sales activities.
- **\*\*MS Office Suite:\*\*** Advanced proficiency in Word, Excel, and PowerPoint.
- **\*\*Reporting Systems:\*\*** Experienced in generating sales and performance reports.

**\*\*References:**

. *Mr. Mohammed Murtada Salem*

*Managing Director of Dar Alhamd for Importing  
Sana'a Capital*

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