

# Mohamed Naser

Sales Manager | Trainer | Customer Experience | Leading Teams

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Results-driven Assistant Sales Manager with over 10 years of diverse experience in sales across the telecom, real estate, and banking industries. Skilled in leading sales teams, managing key accounts, and consistently exceeding performance targets. Proven ability in training and developing staff, executing sales strategies, and driving revenue growth. Strong background in B2B and B2C environments with a focus on customer satisfaction and long-term relationship building. Currently pursuing PMP certification to strengthen project and leadership capabilities.

## Experience



### Vodafone Qatar - Sales Manager

Aug 2017- September 2024- 7 Years

- Achieved a consistent monthly revenue of QAR 200k with a 5% month-over-month growth, through strategic sales initiatives, team coaching
- Trained over 250 staff across retail, call center, B2B, and B2C teams in sales techniques, customer service excellence, upselling, and cross-selling.
- Hired and developed 50+ team members into high-performing "sales machines" through structured onboarding, mentoring, and coaching.
- Designed and implemented a comprehensive sales process, improving conversion rates, customer engagement, and overall team efficiency.
- Led practical workshops on pitching, objection handling, and customer rapport building, resulting in improved close rates and stronger client
- Supported frontline staff with real-time performance feedback, boosting confidence and consistency in sales delivery.
- Contributed significantly to sales revenue growth and target overachievement through strategic support and talent development.
- Collaborated with leadership to align sales operations with business goals, adjusting strategies based on market trends and team performance
- Oversaw daily operations and sales performance across 10 retail branches, ensuring consistency in service quality and target achievement.
- Trained, mentored, and evaluated 8 junior staff, with several advancing to higher roles through internal promotion.
- Launched a monthly incentive program, boosting team productivity by 15% and improving overall morale.
- Maintained strong client relationships and effectively handled escalated issues, resulting in improved customer satisfaction and loyalty.



### Sales & Facility Officer

Jul 2014 - Aug 2017 · 1 yr 3 month Doha, Qatar

- Reporting Store IT, Facility, Health and Safety issues, and maintaining company assets
- Supervised day-to-day maintenance and operations across 15+ residential and retail properties, ensuring smooth functionality of MEP systems, HVAC units, elevators, and fire safety equipment.
- Coordinated with vendors and in-house technicians for preventive and corrective maintenance schedules.
- Handled Staff complaints and service requests, achieving over 95% satisfaction rating in monthly feedback reports.
- Conducted regular site inspections to ensure compliance with municipality, Civil Defense, and QCDD regulations.
- Managed annual maintenance contracts (AMCs) for security, cleaning, landscaping, and pest control services.
- Prepared facility reports, maintenance logs, and cost estimations for budgeting and procurement purposes.
- Played a key role during handovers and property inspections, ensuring snag-free delivery of retail and residential units.

### Realway Real Estate co

Mar 2012 - Jul 2013 · 1 yrs , Qatar

- Handled leasing and renewals for a diverse portfolio of residential apartments and commercial spaces and Villas
- Promoted available units through online platforms such as Property Finder and Qproperties, and social Media
- Supported clients through the full leasing journey: initial inquiry, site visits, negotiation, contract finalization, and move-in coordination.
- Monitored market conditions and advised the management on pricing strategies and property positioning.
- Maintained accurate documentation and records of all leasing transactions using MS Excel and CRM systems.
- Built trust-based relationships with tenants, resulting in a 70% renewal rate year over year.
- Managed end-to-end leasing operations for over 200 residential and commercial units across Doha.
- Negotiated lease terms and rental prices in alignment with market trends and company objectives.
- Conducted property inspections and organized viewing appointments for potential clients.
- Collaborated with property management, maintenance, and legal teams to resolve tenant issues efficiently and retain client satisfaction.
- Developed strong relationships with corporate clients and embassies, securing long-term leasing deals.



## Standard Chartered Bank -

Credit Card Account Specialist

Feb 2011 – Jan 2012 1 yrs Bangalore, India

- Handled inbound calls related to credit card account management, including account status, transactions, and updates.
- Analyzed customer account information to resolve complex issues and deliver customized solutions.
- Processed credit card applications, account modification requests, and dispute resolutions.
- Educated customers on card features, terms, fees, interest rates, and value-added benefits.
- Collaborated with internal departments to resolve escalations and ensure high customer satisfaction.
- Monitored account trends and customer feedback to suggest service improvements.
- Successfully cross-sold and upgraded products such as personal loans and credit limit increases.
- Achieved a 30% increase in sales within 6 months through effective cross-selling strategies.
- Secured high-value loan approvals through upselling efforts, consistently meeting or exceeding monthly targets.



## Best Construction Co., Inc.

### Office Manager ( Administration and Facilities )

Aug 2008 – Jan 2011 · 3 yrs 5 mos

Sharjah Emirate, United Arab Emirates

- Managed daily operations and facilities for a 48-floor residential tower with 605 apartments.
- Supervised a team of 10 staff, ensuring smooth maintenance, cleaning, and admin tasks.
- Coordinated with SEWA to process tenancy contracts and activate utilities.
- Assisted in property viewings, negotiations, and deal closures between buyers and sellers.
- Oversaw vendors and service providers for security, cleaning, and landscaping.
- Resolved tenant complaints and followed up with building management.
- Ensured functionality of HVAC, electrical, fire safety, plumbing, and waste systems.
- Scheduled preventive maintenance and ensured compliance with local safety codes.
- Managed procurement and repair logistics for supplies and technical services.

## CORE COMPETENCIES

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Process Optimization	Decision-Making	Conflict Resolution
Operational Efficiency	CR Management	Crisis Management
Cost Control Profit	Customer Retention	Multicultural Team Leadership
Sales Planning & Target Setting	Sales Growth	Technology Integration
Strategic Leadership	Revenue Generation	CRM Systems
Market Analysis	Team Development	Retail Analytics

## Language Skills

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Arabic, English, Hindi , Malayalam , Tamil , Kannada

## Skills

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Retail Management	Process Improvement, Management
Consumer Behavior & Data Analytics	Retentions & Compliance,
Sales and Business Development	Time Management
Team Leadership and Training	Spreadsheets, Email management,
Customer Relationship Management	Facility Management
Excellent IT skills, Implementing New	Stakeholder management, Inventory Control
Ideas, Business Continuity	Performance Analysis and KPI Monitoring
	Staff Development and Coaching

## LinkedIn Learning

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Managing Teams  
Leadership Mindsets  
Manager Foundations  
Basics of Time Management  
Effective One-on-One Meetings  
Building a Better To-Do List  
Ten Habits of Mentally Strong People  
Managing Team Conflict  
Leading motivating People with Different Personalities  
Writing Business Emails

Critical Thinking and Problem Solving  
Coaching Skills for Leaders and Managers  
Managing Your Sales Process  
Leadership Tips, Tactics, and Advice  
Retail Sales Management  
Virtual Selling for Sales Professionals  
5G Technology Next-Generation Mobile Networking  
Managing Logistics  
Retail Sales Foundations  
Retail Sales The Importance of Listening

## Achievements in Qatar

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Best Customer Support, EMTIAZ AWARDS - 2014  
Appreciation from Customer Experience Team - 2015  
Star of the month Constantly for Five Months - 2015  
For Achieving Highest Number of activates Across Channel - Imtiaz Awards - 2016  
For Achieving Highest Number Respondents Across Channel – Imtiaz Awards - 2016  
Best advisor of the year EMTIAZ AWARDS - 2016  
Store Targets Achieved Month on Month - 2018  
Business in Retail Target & Consumer Target Exceeded 2014 - 2019  
More than 15 area awards for the best Performance in Retail VFQ 2014 - 2019


## Education & Certificates


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Bachelor's in Business Administration  
CCNA - Cisco Certified Network Associate  
MCITP – Microsoft Certified IT Professional  
Business finance – Celemi  
Winning Sales Navigation – Celemi  
QATAR Retail Leadership Skills  
Advance Presentation Skills  
Advanced Excel

Mohamed Naser

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 Valid Qatar Driving License

 Willing to relocate/work in Al Khor