

# Marwan AbdulFatah

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## PERSONAL INFORMATION

Date of Birth: 01/03/1988

Nationality: Lebanese

Marital Status: Single

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## Career Objectives

Sales - I am seeking a position as sales associate with a fast-growing company and customer support in a call center of a prominent organization in a managerial position or as Sales representative.

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## Qualifications

- International Computer Driving License (ICDL): Windows, Word, Excel, PowerPoint.
- Customer Service, Meeting Sales Goals, Closing Skills, Territory Management, Prospecting Skills, Negotiation, Self-Confidence, Product Knowledge, Presentation Skills, Client Relationships, Motivation for Sales.
- Strong leadership skills: able to prioritize , delegate tasks , and make sound decisions quickly while maintaining a focus on the bottom line.
- Highly skilled in providing information regarding products and services of the company.

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## Education

- I studied Networking and Systems major for 3 years (TS1, TS2 and TS3) in ITI.
- Lebanese Official Certificate on Economy and Sociology, Hawd El Wilaya School, (2005- 2006)  
Year of graduation :2006

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## Employment History

***1<sup>st</sup> January 2009– 25<sup>th</sup> November 2011, Jacteco Mechanicals, Lebanon***

***Customer Service Representative***

- Explain products or services and prices, and answer questions from customers.
- Obtain customer information such as name, address, and payment method, and enter orders into computers.
- Record names, addresses, purchases, and reactions of prospects contacted.
- Adjust sales scripts to better target the needs and interests of specific individuals
- Contact businesses or private individuals by telephone in order to solicit sales for goods or services, or to request donations for charitable causes

***15<sup>th</sup> December 2011 –27<sup>th</sup> September 2012, Touch Company, Lebanon  
Customer Service Representative***

- Manage large amounts of incoming calls
- Generate sales leads
- Identify and assess customers' needs to achieve satisfaction
- Build sustainable relationships of trust through open and interactive communication
- Provide accurate, valid and complete information by using the right methods/tools
- Meet personal/customer service team sales targets and call handling quotas
- Handle complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
- Keep records of customer interactions, process customer accounts and file documents
- Follow communication procedures, guidelines and policies
- Take the extra mile to engage customer.

***1<sup>st</sup> November 2012 – 20<sup>th</sup> September 2017, Argentos and Elementi Jewelry Shops  
Sales Representative and Shop Manager, Dubai and Qatar***

- Services existing accounts, obtains orders, and establishes new accounts by planning and organizing daily work schedule to call on existing or potential sales outlets and other trade factors.
- Adjusts content of sales presentations by studying the type of sales outlet or trade factor
- Focuses sales efforts by studying existing and potential volume of dealers.
- Submits orders by referring to price lists and product literature.
- Keeps management informed by submitting activity and results reports, such as daily call reports, weekly work plans, and monthly and annual territory analyses.
- Monitors competition by gathering current marketplace information on pricing, products, new products, delivery schedules, merchandising techniques, etc.
- Recommends changes in products, service, and policy by evaluating results and competitive developments.
- Resolves customer complaints by investigating problems; developing solutions; preparing reports; making recommendations to management.
- Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies.
- Provides historical records by maintaining records on area and customs
- Contributes to team effort by accomplishing related results as needed.

***25<sup>th</sup> September 2017 – 27<sup>th</sup> March 2018, Nazih General Trading***

***Team leader & Sales Executive***

- Handle complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
- Contact businesses or private individuals by telephone in order to solicit sales for goods or services, or to request donations for charitable causes
- Recommends changes in products, service, and policy by evaluating results and competitive developments
- Provide accurate, valid and complete information by using the right methods/tools
- Build sustainable relationships of trust through open and interactive communication with the team
- Generating new leads.
- Distribute reports to the appropriate personal.
- Inspire and motivate teamwork for achieving goals
- Encourage and support independent thinking
- Influence valuable changes and positive outcomes

***1<sup>st</sup> May 2018 – 28<sup>th</sup> February 2019, Azadea Group Holding***

***Sales Associate***

- Greet customers, offer assistance to ensure their need
- Arrange and replenish on continuous basis the shop shelves in order to keep them clean and tidy all the time
- Watch for and prevent security risks and thefts
- Inform shop manager about unavailable and nonperforming products and merchandize other products under the appropriate sections according to sale trends and date of release