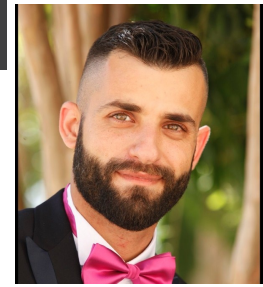


Omar Salman

Sales/administration



Nationality: Lebanese- American
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Born on: 10/11/1986
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Sex: Male

Address: Lebanon- Beirut

Education

Jan 2004 - June 2008

Valencia Community College

Orlando
Management

Started fresh out of high school to a new beginning in the real world. As none of us forgets his freshman year, a time filled with anticipation, some anxiety, and wonderful discoveries.

Sep 2002 - June 2004

Colonial High School

Orlando
Diploma

Finishing my high school diploma within 2 years was a dream but with hard work, an increase in note taking, well organized schedule, and sticking to attending regular summer classes ended this stage with success.

Work Experience

Nov 2017 - Till Today

Maliks/ Doculand

Hamra/Gymyzieh
Supervisor

Duties and Responsibilities

1. Assists in planning and directing all administrative and technical operations of the central printing service; and directly supervises all plant operations.
2. Checks all work in progress; coordinates composition, lithography, printing, and binding operations; shifts priority of orders and operating schedules as work requirements demand.
3. Orders supplies for shop and office use.
4. Meets with customers; reviews job requirements and writes up detailed work specifications for printed work.
5. Supervises and performs administrative tasks relating to print shop operations.
6. Performs related work as required.
7. Pricing and closing deals
8. Achieving quarterly targets

May 2017 - Nov 2017

Maxilina (Men/ Women Wear)

Lebanon
Sales Supervisor

- 1-Acting as a liaison between the management and the team, leading the team to make its quotas, correcting any problem that comes up and motivating the sales team.
- 2-acts as the intermediary between the upper levels of management and the sales team.
- 3-Formulate pricing policies
- 4-Work on store displays.
- 5-Coach, train, counsel, recruit and discipline employees.
- 6-Evaluate on-the-job performance of sales team.
- 7-Identify future and current trends that appeal to consumers.
- 8-Ensure merchandise ready to be displayed clean.
- 9-Approve contracts with vendors.

- 10-Ensure items are in stock and maintain inventory.
- 11-Keep up with fluctuating demand and supply.
- 12-Ensure promotions are in with company's standards.
- 13-Monitor local competitors.
- 14-Organize sales staff schedules.
- 15-Preside over staff meetings.
- 16-Assist sales staff in achieving sales targets.
- 17-Manage different departments in the store.
- 18-Handle customer complaints, questions and issues.

Jan 2017 - April 2017

Pineland Hotel and Resort

Lebanon- Hammana- Deir el Harf
Front Desk Manager

As Front desk manager we manage our reception area, act as the 'face' of our company and ensure visitors receive a heartwarming welcome. We also coordinate all front desk activities, including calls, reservations and guests services. Moreover, we combine a pleasant personality with a dynamic professional attitude to supervise and lead our team, ultimately, we ensure our front desk provides professional and friendly service to our customers.

Main Responsibilities:

- 1: Ensure front desk is tidy and has all necessary stationery and material (e.g. pens, forms and informative leaflets)
- 2: Train, supervise and support office staff, including receptionists, security guards and call center agents
- 3: Schedule shifts
- 4: Ensure timely and accurate customer service
- 5: Handle complaints and specific customers requests
- 6: Troubleshoot emergencies
- 7: Monitor stock and order office supplies
- 8: Ensure proper mail distribution
- 9: Prepare and monitor office budget
- 10: Keep updated records of office expenses and costs
- 11: Ensure company's policies and security requirements are met.

Feb 2012 - June 2016

Value Car Rental

Orlando
Sales Supervisor

Managing employees inventory and dealing with customers at all levels led to the fast shift from regular sales representative to a sales supervisor in 6 months. However, with every new step forward, with every success we achieve new challenges and more responsibilities rise ahead.

Main Responsibilities:

- 1: Sales supervisors work with customers to find what they want, create solutions and ensure a smooth sales process.
- 2: 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.
- 3: Adjusts content of sales presentations by studying the type of sales outlet or trade factor.
- 4: Focuses sales efforts by studying existing and potential volume of dealers.
- 5: Submits orders by referring to price lists and product literature.
- 6: Keeps management informed by submitting activity and results reports, such as daily call reports, weekly work plans, and monthly and annual territory analyses.
- 7: Monitors competition by gathering current marketplace information on pricing, products, new products, delivery schedules, merchandising techniques, etc.
- 8: Recommends changes in products, service, and policy by evaluating results and competitive developments.
- 9: Resolves customer complaints by investigating problems; developing solutions; preparing reports; making recommendations to management.
- 10: Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies.
- 11: Provides historical records by maintaining records on area and customer sales.
- 12: Contributes to team effort by accomplishing related results as needed.

As car sales supervisor we sell by understanding and demonstrating characteristics, capabilities, and features; developing and qualifying buyers; closing sales.

Main Responsibilities:

- 1: Understands automobiles by studying characteristics, capabilities, and features; comparing and contrasting competitive models; inspecting automobiles.
- 2: Develops buyers by maintaining rapport with previous customers; suggesting trade-ins; meeting prospects at community activities; greeting drop-ins; responding to inquiries; recommending sales campaigns and promotions.
- 3: Qualifies buyers by understanding buyer's requirements and interests; matching requirements and interests to various models; building rapport.
- 4: Demonstrates automobiles by explaining characteristics, capabilities, and features; taking drives; explaining warranties and services.
- 5: Closes sales by overcoming objections; asking for sales; negotiating price; completing sales or purchase contracts; explaining provisions; explaining and offering warranties, services, and financing; collects payment; delivers automobile.
- 6: Provides sales management information by completing reports.
- 7: Updates job knowledge by participating in educational opportunities; reading professional publications.
- 8: Enhances dealership reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.

Started as a regular sales person getting commission, then moved to holding responsibility of 3 stores with employees and improving income for all including finding strategies, seeking improvement, and ending up in making a difference in increasing profit.

Main Responsibilities:

- 1: Determines annual unit and gross-profit plans by implementing marketing strategies; analyzing trends and results.
- 2: Establishes sales objectives by forecasting and developing annual sales quotas for regions and territories; projecting expected sales volume and profit for existing and new products.
- 3: Implements national sales programs by developing field sales action plans.
- 4: Maintains sales volume, product mix, and selling price by keeping current with supply and demand, changing trends, economic indicators, and competitors.
- 5: Establishes and adjusts selling prices by monitoring costs, competition, and supply and demand.
- 6: Completes national sales operational requirements by scheduling and assigning employees; following up on work results.
- 7: Maintains national sales staff by recruiting, selecting, orienting, and training employees.
- 8: Maintains national sales staff job results by counseling and disciplining employees; planning, monitoring, and appraising job results.
- 9: Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies.
- 10: Contributes to team effort by accomplishing related results as needed. Finally, meeting sales goals, negotiation, selling to customer needs, motivation for sales, sales planning, building relationships, coaching, managing processes, market knowledge, developing budgets, and staffing were the bedrock for success.

Insurance sales agents help insurance companies generate new business by contacting potential customers and selling one or more types of insurance. Insurance sales agents explain various insurance policies and help clients choose plans that suit them.

Responsibilities: As Insurance sales agents we are responsible to do the following:

- 1: Call potential clients to expand their customer base
- 2: Interview prospective clients to get data about their financial resources and discuss existing coverage
- 3: Explain the features of various policies
- 4: Analyze clients' current insurance policies and suggest additions or changes
- 5: Customize insurance programs to suit individual clients

- 6: Handle policy renewals
- 7: Maintain electronic and paper records
- 8: Help policyholders settle claims
- 9: Collecting customers feedback
- 10: Assuring customer satisfaction

Language Skills

- English Fluent
- Learned Arabic
- Spanish beginner

Technical Skills

- Computers, Excel, Word, Powerpoint

Negotiation Skills

Strong negotiation is the key for every manager or team leader including: negotiating a salary offer, forging union contracts, negotiating agreements with vendors, negotiating a leave of absence or the timing of a vacation, negotiating with a customer over price and terms of a sale, negotiating the terms of a separation with an employer, negotiating a legal settlement, negotiating a contract for consulting or freelance services, negotiating roles and workload within a project team, negotiating a more flexible work schedule, and negotiating a project deadline.

Leadership and Communication Skills

A key role of a manager, whether at the top, middle or lower-level ranks, is to communicate a vision and to establish goals, however, the best leaders are first-rate communicators as we realize and accept that clear communication is always a two-way process. It's not enough to speak clearly; we have to make sure we're being heard and understood. However, strong, effective leaders stress fundamentals like discipline, accountability, strategic alignment, managing to his or her values and empowering employees. Additionally, these leaders have mastered the six basic functions of management: leading, planning, organizing, staffing, controlling and communicating.

Planning and Organizing skills

Planning and organizational skills help people prepare for situations and decide how to finish activities in the most efficient and effective way. These skills are often affected by a brain injury. Having the ability to design, plan, organize, and implement projects and tasks within an allotted time frame for the desired goal including: forecasts/predicts; identifies and gathers appropriate resources; thoroughly researches background information; develops strategies; thinks critically to solve problems; handles details; coordinates and completes tasks; manages projects effectively; meets deadlines; plans and arranges activities; multitasks; and creates plans.

Flexibility, Adaptability and Managing Multiple Priorities skills

Almost all jobs now require some basic understanding in the ability to manage multiple assignments and tasks, set priorities, and adapt to changing conditions and work assignments. However, a flexible team player who thrives in environments requiring ability to effectively prioritize and juggle multiple concurrent projects

Conflict Resolution

Making sure to understand the problem clearly, and reach a win-win situation; thinking creatively of solutions that fit the needs of a specific customer or even between the employees themselves. However, following up with the customer to make sure the issue has been resolved helps customers appreciate the interest in their problem, and willingness to solve their issue, in whatever way possible.