



**Marwan Khalil**

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**Nationality: Lebanese**

## **PROFILE**

Strong Communication Skills with Customer/Vendor to reach the highest Level of Satisfaction and built honest and trustful relation with the client to ensure the loyalty, Management and administrative Successful Skills, Lead and Coach the staff to make sure they are well trained to give the best experience to Customer, Organized and work hard under Pressure, Work on solving any conflict between Customer and executives.

## **Key Skills**

- Sales Management
- Business Development
- Retail Store Management
- Customer Service Excellence
- P&L Management
- Teambuilding/Training/Supervision
- Inventory Management
- Shrink Reduction/Loss
- Merchandising Strategies Control

## **EMPLOYMENT EXPERIENCE**

- **Indafo**

**November 2019-Present**

### **Sales Manager,**

- Managing the Clients account from initiating contact to closing deal
- Initiating and Creating New Leads and opportunity from my based connection and references from arranging meeting till closing
- Designing and implementing a strategic sales plan that expands company's customer base and ensure it's strong presence
- Expanding client base and generating lead
- Build and promote strong, long-lasting customer relationships by partnering with them and understanding their needs
- Present sales, revenue and expenses reports and realistic forecasts to the management team
- Meeting planned sales goals.
- Overseeing the activities and performance of the sales team.
- Developing the sales team through motivation, counseling and product knowledge education.

- **Netways - Lebanon**

**July 2015- November 2018**

### **Sales Manager,**

- Sales specialist in All Microsoft Dynamic Solution specially Microsoft ERP Dynamics AX and Dynamics 365
- Managing a team of 3 sales members
- Maintaining continuous follow up with clients
- Training new joiners on the company's products and ERP solutions
- Meeting Sales Goals
- Business Development
- Motivation for Sales
- Sales Planning
- Building a long term Relationships with Customer and Vendor
- Coaching, Managing Processes
- Market Knowledge

- Staffing

- **iStyle Apple Premium Reseller - Dubai**

**October 2010- June 2015**

**Retail Store Manager:**

- Professional IT Support and Solution
- Daily Marketing Plan implemented to increase the sales
- Team Leader and trainer for the Staff with daily orientation and weekly Meeting
- Monitoring the stock and generate Report on daily basis
- Preparing Order and Follow up with Suppliers on Daily basis

- **Softwave – Lebanon**

**January 2010- April 2010**

**Trainee :**

- Visual Basic development basic Project
- Coding of basic programs and solution

**EDUCATION & TRAINING**

**Education:**

Bachelor of Informatics  
University Libano-Francaise, 2009

Baccalaureate Economies and Social  
Saint Elie – El Mina , 2005

**Training:**

- Microsoft Dynamics 365 for Partner sales
- Sales Specialist assessment for office 365
- Apple Certified Support Professional
- Business Software Programming

**Language:**

**Flawless: English, Arabic, French.**

**Beginner: German**

**Interest:**

I have a big interest in Technologies, Fashion and all creative and innovative ideas; I like to be up to date. I have a big passion to nature and books.

References upon request.