

# OMARASSAF

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## PERSONAL INFORMATION

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- Date of Birth: May 16, 1989
- Nationality: Lebanese
- Marital Status: Single

## WORK EXPERIENCE

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Jan 2018 – February 2021      **SOFT FLOW**      **Beirut, Lebanon**  
*Account Manager*  
*(Microsoft Infrastructure and Applications / SAP)*

- Serve as the lead point of contact for all customer account management matters.
- Build and maintain strong, long-lasting client relationships.
- Negotiate contracts and close agreements to maximize profits.
- Develop trusted advisor relationships with key accounts, customer stakeholders and executive sponsors.
- Ensure the timely and successful delivery of our solutions according to customer needs and objectives.
- Develop new business with existing clients and/or identify areas of improvement to meet sales quotas.
  - Assist with challenging client requests or issue escalations as needed
- Prepare reports on account status.

July 2015 – Dec 2017      **SOFTRASYS**      **Beirut, Lebanon**  
*Sales Representative & Consultant*

- Generating leads and turning them into opportunities for sales.
- Contacting potential customers via telephone, email and face to face.
- Arranging meetings with prospects in order to demonstrate products.
- Negotiating prices with potential customers and closing sales.
- Paying attention to competitors and their activities within the industry.
- Building long term relationships with new and existing customers. □ Working to KPI's and revenue targets as set by the sales director.
- Ensuring all administration relating to sales is completed effectively. □ Identifying opportunities for new business within the market.

May 2014 – July 2015      **BIM POS**      **Beirut, Lebanon**  
*IT Technician & Sales Representative*

- Installing hardware and software systems
- Troubleshooting a variety of computers issues
- Maintaining or repairing equipment
- Configuring computer networks
- Offering technical support on-site or via phone or email
- Attending initial sales meetings and meeting the client, determining a client's business requirements

Feb 2014 - July 2014	<b>Bank of Beirut</b> <i>Salesman</i>	<b>Aley, Lebanon</b>
Apr 2013 - Jan 2014	<b>La Maison du Café</b> <i>Supervisor</i>	<b>Hazmieh, Lebanon</b>
July 2011- May 2014	<b>Qnet</b> <i>Salesman</i>	<b>Beirut, Lebanon</b>
May 2008 - Aug 2011	<b>Starbucks</b> <i>Shift Supervisor, Assistant Manager</i>	<b>Beirut, Lebanon</b>

## EDUCATION

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2009 - 2013	<b>L.I.U</b> <i>Management information system, Bachelor(BSc/BA)</i>	<b>Saleem Slam, Lebanon</b>
2006 - 2007	<b>Maroun Abboud Official</b> <i>Life Sciences</i>	<b>Aley, Lebanon Secondary School</b>

## OTHER CERTIFICATES

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2012	<b>Leadership Training</b>	<b>Qnet, Jordan</b>
2018	<b>Succesfull Selling Strategy</b>	<b>Starmanship</b>
2019	<b>The Big Kahunah Sales Program</b>	<b>Wydner Coaches</b>
2019	<b>SAP Sales Process</b>	<b>SAP</b>
2020	<b>NSE ( 1-2-3 )</b>	<b>Fortinet</b>

## IT Skills Windows & Office tools

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- Word      Advanced
  - Excel      Intermediate
  - Powerpoint      Intermediate
  - SharePoint      Advanced
- Operating systems, Networking & Hardware**
- BIM POS software      Advanced

## LANGUAGES

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□ Arabic (Native), English (fluent), French (basic)