



Basim Farhat

Sales/Customer Success Manager



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Sharjah, United Arab Emirates



Born: January 21, 1999, in Windsor, Canada

PROFESSIONAL SKILLS

- Sales/Closing
- Customer Success Servicing
- Marketing
- Negotiations
- Customer Relation Management (CRM)
- Word, Excel, PowerPoint
- Presentation Skills
- Intercultural Communication
- Procurement planning
- Time Management

CERTIFICATES

High Ticket Closing (HTC)

Dan Lok University

Certified Amazon Seller

BJK University

Certified AutoCAD 2D & 3D

Auto Desk

LANGUAGES

- Arabic (Native)
- English (Fluent)
- German (Level B2)

PERSONAL BACKGROUND

Professional, creative and collaborative Person with comprehensive experience, passionate about sales & closing, relationship-building and turning prospects into customers. I strongly believe that loving what you do is a must, which is why I chose being a sales person where I can help the prospects solve their problems, providing them with the needed service.

Vibrant, positive and naturally engaging personality with a passion for creativity, communication, and music.

EDUCATIONAL HISTORY

BACHELORS OF Mechanical & Maintenance Engineering

- German Jordanian University | 2016 - 2020, Amman, Jordan
- Hochschule RheinMain (Exchange Semester) | 2020-2021, Wiesbaden, Germany

Scholarships

- Scholarship of European Region Action Scheme for the Mobility Students (ERASMUS) Scholarship for an exchange Semester in Germany (Wiesbaden, Germany)
- DAAD's scholarship for German Language Course (*Leipzig, Germany*)

WORK EXPERIENCE

● **Amazon FBA Account /Customer Success Manager**

Free Lancing | October 2021 - Present

- Slashed payroll/benefits administration costs 25% by negotiating pricing and shipping fees, while ensuring the continuation and enhancements of services.
- Ensured that customers are having the best success experience based on the outcome results and achieving the desired KPI's.
- Scaled different amazon businesses and improved the monthly revenue by 15-20%.
- Coming up with different advertising ideas for the clients through brainstorming sessions.
- Closing deals with Influencers to perform influencing marketing campaigns.
- Ensure great & long-lasting relationship with the clients.
- Achieving different objectives through B2B/B2C campaigns for different clients organically & paid Ads.
- Managing A to Z procurement process for all customers.

● **Sales & Marketing Manager**

Sales & Marketing Manager | May 2022- October 2022 | Cairo, Egypt

- Managing social media accounts (Content Creation, Paid Media, Photography & Videography Sessions, Influencers Marketing, Paid Media Campaigns, etc...)
- Closing B2B deals through building pitches which leads turning organizations into a clients
- Coming up with different advertising ideas for the agency clients through brains Supporting on Virtual Events for the Ministry of Communication & Technology.
- Achieving different sales objectives through community management strategies.
- Supporting on offline food and tourism exhibitions

● **Bachelor Thesis Student**

BorgWarner Drivetrain Engineering| September 2020 - September 2021 | Ketsch, Germany

- Thesis output was taken out and got patent under the name of BorgWarner Drivetrain Engineering
- Coming up with different research ideas, achieve the ultimate goal of the thesis
- Investigation of the change in the tribological behavior of the dual clutch through the lifetime cycles using high energy launch test in a clutch test-rig.
- Programing different programs using FAMOS for multiple tests related to the desired tests.
- Accomplished the desired output and main idea behind the research, where further researches is being applied based on my personal results
- Discovering new phenomenon (Cavitation) appearing in the clutch surface using the optical microscope