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|  | **MARWA MOHAMED ABDARHMAN IBRAHIM (ECSRJAN)** | |  |
| **Personal Information :**  **Education:**  **Training & courses:** | **Date of Birth** : 9th Augusts 1988 **Nationality** : Sudanese **Material Status**  : Single **Driving license**  : Sudanese  **Address :** Sudan - Khartoum – ALmamora B(80)  **Cell Phone : +**249 918433242  **E-mail :** Marwa.Ibrahim773@gmail.com | | |
| Sudan university OF SCIENCE & TECHNOLOGY, Khartoum, Sudan  2007-2011 Bachelor of Science in scientific Laboratories (physics)  Activities and Societies: [Master of Business Administrative (M B A) in](https://www.linkedin.com/vsearch/p?keywords=Master+of+Business+Administrative+%28M+B+A%29+in+progress+School+of+Management+Studies+%28part+One%29+-+university+of+Khartoum%2E%0A-+Statistical+Package+For+social+Sciences+%28SPSS%29+_+From+Khartoum+University%2E%0A-+Internet+Application%2E%0A-+Almada+for+computer+sciences+primary+internet+application%2E+%0AMicrosoft+Windows+Operating+systems%2E&trk=prof-edu-activities_and_societies)  Sudan International University. | | |
| Arabic – Mother tongue Language - Excellent written & spoken English – Excellent written & spoken. | | |
| ICDL in Khartoum University.  Training in DIGITECH in RETAIL SALES Department. | | |
| **Work Experience :** | (January 2018 - Up to date )  **DAL Group -** (DAL MOTORS)  **Sales Consulate:** ***Duties & Responsibilities* :**   * Welcoming all clients in a professional friendly, positive and enthusiastic manner. * Able to accurately describe a products features and benefits to a customer. * Supervising the Show Room. * Submitting detailed proposals and quotations to customers. * Conveying technical information to customers. * Attending tradeshows & industry events. Performing administrative duties. * Using Word & Excel and outlook to write reports and create invoices. * Responsible of monthly sales report, Stock monthly report and Marketing monthly report. * Establish & maintain a proper filling system for all sales activities as well as customer’s information. * Preparing and delivering sales presentations.  Identifying, contacting and qualifying leads. * Liaison with the banks & insurance company in order to facilitate and get best offers to customers. * Promoting the agencies mortgage and conveyance services. * Good numerical skills with the ability to manually calculate costs without error. * Able to promote a store and its products through effective marketing activities like leafleting etc. * Experience of working in a commission based sales environment * Booking appointments for sales representatives to visit potential customers.   (October 2016 –December 2017 )  DIGITECH in RETAIL SALES Department (Agent of LG COMPANY)  **Outdoor and indoor Sales Consultant:**  **Reprstative:**  ***Duties & Responsibilities* :**   * Welcoming all clients in a professional friendly, positive and enthusiastic manner. * Able to accurately describe a products features and benefits to a customer. * Supervising the Show Room. * Submitting detailed proposals and quotations to customers. * Conveying technical information to customers. * Attending tradeshows & industry events. Performing administrative duties. * Using Word & Excel to write reports and create invoices. * Responsible of monthly sales report, Stock monthly report and Marketing monthly report. * Establish & maintain a proper filling system for all sales activities as well as customer’s information. * Preparing and delivering sales presentations.  Identifying, contacting and qualifying leads. * Promoting the agencies mortgage and conveyance services. * Good numerical skills with the ability to manually calculate costs without error. * Able to promote a store and its products through effective marketing activities like leafleting etc. * Experience of working in a commission based sales environment * Booking appointments for sales representatives to visit potential customers.   ( December 2014- October 2016)  **AL WAD Company** - (Agent of Samsung in Sudan)  **Sales supervisor :**   * Understand customer needs and offer solutions and support * Organize and coordinate sales representatives schedules * Research potential leads from business directories, web searches, or digital resources * train new sales representatives * Receive and report on all sales leads * Supervise sales representatives and assistants * Answer potential customer questions and follow-up call questions * Work with sales team when closing sales * Track weekly, monthly, and quarterly performance and sales metrics * Meet all sales quotas and goals * Assist sales representatives and team to meet and exceed goals * Utilize information technology to record sales figures, for data analysis and forward planning. * Monitor local competitors * Manage different departments within the store * Handle customer questions, complaints, and issues * Using Word & Excel to write reports and create invoices. * Booking appointments for sales representatives to visit potential customers.   ( July 2013 – December 2014)  **AL WAD Company** - (Agent of Samsung in Sudan)  **Sales Consultant:**   * Welcoming all clients in a professional friendly, positive and enthusiastic manner. * Able to accurately describe a products features and benefits to a customer. . * Submitting detailed proposals and quotations to customers. * Conveying technical information to customers. * Attending tradeshows & industry events. Performing administrative duties. * Using Word & Excel to write reports and create invoices. * Responsible of monthly sales report, Stock monthly report and Marketing monthly report. * Establish & maintain a proper filling system for all sales activities as well as customer’s information. * Preparing and delivering sales presentations.  Identifying, contacting and qualifying leads. * Promoting the agencies mortgage and conveyance services. * Good numerical skills with the ability to manually calculate costs without error. * Able to promote a store and its products through effective marketing activities like leafleting etc. * Experience of working in a commission based sales environment * Booking appointments for sales representatives to visit potential customers. | | |
| **Skills:** | * Strong interpersonal and leadership skills * Problem solving and decision making skills * Measuring, testing, troubleshooting and error analyzing skills * Ability to sale services with highly customer satisfaction * Excellent response for costumers * Operating System & Software Application * MS Windows & MS Office * Possess the ability to influence a positive sales outcome with a customer. * Having the necessary confidence, initiative, motivation and reliability to succeed. * Comfortable with target customer call rate and message retention metrics * Excellent communication skills. * Positive, pro-active and self-motivated. * Able to work as part of a team and on own initiative. * Proven ability to work under pressure to achieve monthly targets. * Punctual and well presented. * Ability to quickly gain local area knowledge. * Focusing on exceeding customer expectations. * Able to work individually or in a team. * Ability to use own initiative and think outside the box to achieve objectives o Attention to detail. * Able to professionally organize a working day and set targets. * Enjoy a competitive environment. | | |

**Reference:**

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Mr. Mozamel Alnour, Administration Manager, ALWAD COMPANY.

Mr. Esam Makey, executive Manager, DIGITECH COMPANY.

Mr.Hassan Eltayeb, Brand Manager ,DAL MOTORS.