

Ashraf Hashim Mohamed Ali



Personal Details

T: 0990022224

Sudan Nationality

Arabic & English

DOB: 02/Oct/ 1981

ID No.1099266155

Status married

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Education, Training

- Bachelor in computer science (university of technological science) from 2000 to 2004.
- High diploma in business administration (university of international Africa) from 2013 to 2014.

❖ Courses:

- Diploma in computer maintenance & network from 20/01/2005 to 10/04/2015.
- Sales techniques certificate from 25th to 27th June 2011.

Work Experiences

Executive secretary (Mab Company) In KSA.

April 2015 to 31/Jan 2017

Responsibilities:

- ❖ Identifying and establishing contact with potential customers proactively.
- ❖ Maintaining contact with new and existing customers to advertise the product sales and deliver a detailed account strategy.
- ❖ Responding to sales inquiries from new and existing customers.
- ❖ Delivering presentations of the company products at conferences, customer sites and exhibitions.
- ❖ Meeting annual sales goals and targets.
- ❖ Installing and demonstrating software at client sites.

Key Skills:

- Excellent customer service and negotiation skills.
- Interacting effectively with customer.
- Team work skills.
- Set profession goals and objectives for sales.
- Organizational skills.
- Strong computer skills.
- Good communication skills
- Ability to work under pressure.
- Selling products and services.
- Having good motivation and good work.
- Cooperative with my colleagues.
- Administration knowledge.

Others skills

- Driving
- Documentation & Filing.
- Admin Services.
- An all secretary skills.
- Achieve high customer satisfaction
- Have good organizational

- ❖ Attending user group meetings and trade exhibitions.
- ❖ Producing monthly sales reports and testing very new product releases to support product development team.
- ❖ Providing feedback of potential customers and members to enhance product functioning and the service delivery.
- ❖ Ensuring effective internal communication within the Sales, Marketing team and Customer Support and across the company.
- ❖ Assisting to identify the opportunities for upcoming products, and for development and enhancement of existing products.
- ❖ Motivating all sales staff to share relevant data about the market in facilitating the e of retrieval, recording, and use of information.

Territory Sales Executive (MTN / Sudan Company) **2014 - 22- Apr 2015**

Responsibilities:

- ❖ Deliver 01M / Airtime monthly target letters to assigned TP and submit back a signed copy by the TP (Target acceptance)
- ❖ Prepare monthly route/visit plan and submit it to line manager for confirmation before end of previous month
- ❖ Daily visit to TP, Develop and retain relations with TP.
- ❖ Develop & train TP direct sales team.
- ❖ Identify and attend to specific TP needs, complaints and drive corrective actions resolve problems.
- ❖ Prepare sales plan for TP to reach 100% targets.
- ❖ Follow-up TP orders and ensure for proper delivery of stock
- ❖ Ensure proper stock be available in the market and with TP.
- ❖ Develop the market by expanding TP reach in new potential areas - (Market penetration)
- ❖ Ensure stability of product price in the market, control cross border sales.
- ❖ Ensure assigned target achievement (100%).
- ❖ Conduct trade shows via TP in assigned regions and new area launch.
- ❖ Educate TP about commissions, pricing and increase awareness of company's product.
- ❖ Supervise Direct Sales by TP.
- ❖ Ensure collection of subscriber forms to be collected from POS.
- ❖ Monitor daily, weekly & monthly sales performance report & submit to management.
- ❖ Visit POSs daily according to agreed route plan.
- ❖ Ensure 1st feeding of the product via distributor of new POS and continues monitoring the stock availability /level on POS and (Distributor where applicable)
- ❖ Report immediately to line manager if new POS not fed in appropriate time.
- ❖ Penetrate new market and establish retail network in line with plan.

- ❖ Educate POS about commissions, pricing and increase awareness of company's products.
- ❖ Ensure collection of subscriber forms to be collected from POs
- ❖ Maintain and update POS data region / area, Submit daily, weekly and per demands reports.

Service centre supervisor (MTN / Sudan Company)

October 2007 till November 2014

Responsibilities:

- ❖ Report all financial operations of front desk including daily cash allocation.
- ❖ Follow up all customers inquires and complaints with all departments.
- ❖ Coach and train new customers of sales representative joiners.
- ❖ Provide the customers with new products.
- ❖ Coordinate regular inventory.
- ❖ Enter purchase details into the internal databases.
- ❖ Manage all customers' transaction of sim cards.
- ❖ Copy , scan and accuracy and edit files
- ❖ Manage the flow of documentation within the organization
- ❖ Maintain confidentiality around sensitive information and terms of an agreement
- ❖ Review and update technical documents

Call center Representative (MTN/ Sudan Company) MTN Sudan 1111 Khartoum (Sudan)

Dates 20 June 2006 - 20 October 2007.

Responsibilities

- ❖ Receive calls from customer to answer their queries. Solve their problems and provide solution in professional manner (300 calls per day).
- ❖ Listen carefully to customer complaints queries and provide them with complete, right and suitable answers.
- ❖ Explain the new products and services to the Customers.
- ❖ Document cases that need follow up and transfer them to the Concern Department
- ❖ Reflecting professional image in dialing with Customers.
- ❖ Treat customer, appropriately using different techniques.
- ❖ Insure that all Company Product and Services are well known and understood by Customers.
- ❖ Insure Customer Satisfaction by applying all quality measurement and standards that ass in Customer