




ESRAA MOHAMMED OSMAN

IT pre-sales

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 Arkweet alblabel
Khartoum
Sudan

TECHNICAL SKILLS

Management Information system

Microsoft access

Oracle 8 SQL PLUS

System analysis and design

Electronic Banking Transactions

Operations of banking

Marketing

Forex trading

Islamic modes of finance

Computer fundamentals



PERSONAL PROFILE

Date of Birth : 21/12/1995

Marital Status : Single

Nationality : Sudanese

Known Languages : English

Hobby : Reading



EDUCATION

Sudan Academy for Banking and Financial Science
Banking and Financial studies

2016



EXPERIENCE

IATL International

IT pre-sales

April 2021 - Till date

*Assist customers with technical inquiries or concerns

*Guide clients in developing cost justifications using realistic return on investment (ROI)

*Help sales executives during technical presentations

*Support the account sales team to prepare presentation plans

*Contact suppliers to get best prices

*Ensure the correct products and services are delivered to customers in a timely manner

*Serve as the link of communication between key customers and internal teams

*Resolve any issues and problems faced by customers and deal with complaints to maintain trust

*Prepare regular reports of progress and forecasts to internal and external stakeholders using key account metrics

IATL INTERNATIONAL

Sales Representative

Jun 2020 - July 2021

* Develop trust relationships with a portfolio of major clients to ensure they do not turn to competition

*Acquire a thorough understanding of key customer needs and requirements

* Expand the relationships with existing customers by continuously proposing solutions that meet their objectives

*Ensure the correct products and services are delivered to customers in a timely manner

*Serve as the link of communication between key customers and internal teams

*Resolve any issues and problems faced by customers and deal with complaints to maintain trust

*Play an integral part in generating new sales that will

turn into long-lasting relationships

* Prepare regular reports of progress and forecasts to internal and external stakeholders using key account metrics

British educational centers

Sales representative

March-2019 - May 2020

*Placed orders and answered customer questions in-person, through email and over phone to maximize customer service.

*Contacted new and existing customers to outline benefits of services

*Monitored and addressed customer issues.

*Followed-up with clients to assess quality service and customer satisfaction.

*Developed customized sales techniques to successfully sell and upsell services to new and existing clients.

*Developed key customer relationships to increase sales.

*Engaged positively with each customer, providing professional and polite support for sales and service needs.

Diamond electronical services Co

Receptionist

Feb-2018 - Feb-2019

The front face of the company. Meeting, answering, helping and guiding customers.

Answering phone calls and emails.

British educational schools

Teacher assistant

Jan-2017 - Jun-2018

Helping the teacher with kids, meeting parents, answering questions and solving problems

Bank of Khartoumned

Trainee Banker

Sep-2015 - Nov-2015

Trained in the customer care department mainly in addition to all other departments



PERSONAL STRENGTHS

Fast learner, work well with people, Strategic problem solving skills, good at team work, patient and can handle customers.

Can keep a clear head under pressure to reach maximum capacity, great Attention to details, Excellent Communication skills, Customer oriented, Adaptive and flexible, Friendly and positive attitude



CAREER OBJECTIVE

To obtain a position that will enable me to use my strong organizational skills, educational background, and ability to work well with people.

