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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 & spokenEnglish – 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.
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| **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.
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**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.