

YAAROB ISSA

Sales Executive



UNITED ARAB EMIRATES - DUBAI

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PERSONAL PROFILE

Motivated and detail-oriented sales executive with +12 years of practical experience in sales and dealing with customers especially VIPs, high level of product knowledge and an ability to quickly learn details about new inventory and accessories. with wide technical knowledge. I have professional skills in sales whether for retail or wholesale trade including overseeing store operations, achieving set goals, and understanding marketplace needs and strategies needed to drive sales and ensuring proper merchandise presentation. My technical knowledge and my experience in sales and dealing with customers in addition to practical experience with a wide range of software give me a great ability to work with sales teams and manage the sales process efficiently. I am currently looking for a new opportunity where I would love to bring my skills, knowledge and passion in order to make a mark in my new position and carry out my duties in the best manner that achieves the interest of the company and the best service for customers. You'll find me an enthusiastic, hard-working, friendly and reliable person

ACADEMIC BACKGROUND

- Bachelor's Degree in Communication Engineering, Aleppo University, 2011.

- Master in Technology Management (MTM), Syrian Virtual University, currently studying (Thesis phase)

LANGUAGES

ARABIC
NATIVE LANGUAGE.



ENGLISH
B2



DEUTSCH
B1



CAREER HISTORY

BUSINESS EXECUTIVE

DUBAI ISLAMIC BANK PRINTING PRESS/ DUBAI - A QOUZ - JAN 2022 -NOW

- COMMUNICATING WITH CLIENTS TO UNDERSTAND THEIR NEEDS AND OFFER SOLUTIONS TO THEIR PROBLEMS
- SEEKING OUT NEW SALES OPPORTUNITIES THROUGH COLD CALLING, NETWORKING AND SOCIAL MEDIA
- ENSURING EXCELLENT CUSTOMER SERVICE THROUGH REGULAR CLIENT FOLLOW UP
- MANAGING THE SALES LIFECYCLE FROM PROSPECTING TO IMPLEMENTATION
- CREATE FREQUENT REVIEWS AND REPORTS WITH SALES AND FINANCIAL DATA

RETAIL SALES REPRESENTATIVE

CASA PONS, DUBAI MALL -AUG 2019 - SEP 2021

- WELCOMING CUSTOMERS INTO THE STORE AND SERVES CUSTOMERS BY SELLING PRODUCTS AND MEETING CUSTOMER NEEDS,
- EXPLAINING TO CUSTOMERS THE BEST PRODUCTS FOR THEIR NEEDS AND RECOMMENDING RELATED PRODUCTS TO INCREASE CUSTOMERS' OPTIONS AND ENRICH THE SHOPPING EXPERIENCE,
- ENSURE THAT MERCHANDISE IS DISPLAYED CORRECTLY ACCORDING TO DISPLAY GUIDELINES

SALES MANAGER

TARCOM ELECTRONICS TRADING COMPANY/ SYRIA - MAR 2015 - OCT 2019

- MANAGING ORGANIZATIONAL SALES BY DEVELOPING A BUSINESS PLAN THAT COVERS SALES, REVENUE, AND EXPENSE CONTROLS.
- MEETING PLANNED SALES GOALS.
- SETTING INDIVIDUAL SALES TARGETS WITH THE SALES TEAM.
- TRACKING SALES GOALS AND REPORTING RESULTS AS NECESSARY.
- OVERSEEING THE ACTIVITIES AND PERFORMANCE OF THE SALES TEAM.
- COORDINATING WITH MARKETING ON LEAD GENERATION.
- THE ONGOING TRAINING OF SALESPeOPLE.
- DEVELOPING SALES TEAM THROUGH MOTIVATION, COUNSELING, AND PRODUCT KNOWLEDGE EDUCATION.
- PROMOTING THE ORGANIZATION AND PRODUCTS.
- UNDERSTAND OUR IDEAL CUSTOMERS AND HOW THEY RELATE TO OUR PRODUCTS.

RETAIL SALES EXECUTIVE

MABCO, SYRIA, FEB 2012 - FEB 2015

- ACHIEVED MONTHLY SALE CLOSING GOALS ON A CONSISTENT BASIS.
- PROVIDED PRODUCT TECHNICAL CUSTOMER SUPPORT AS REQUIRED
- RESPONDED TO ALL CUSTOMER POST-SALE QUERIES AND REQUESTS.
- COMMUNICATE EFFECTIVELY WITH CUSTOMERS, PEERS, AND MANAGEMENT, ASSOCIATES AND MANAGERS TO MEET CUSTOMER'S NEEDS.
- COMMUNICATING FEATURES AND BENEFITS OF MERCHANDISE BEYOND THE BASICS, CURRENT TRENDS, AND SUGGESTIVE SELLING TECHNIQUES, TO APPEAL TO THE CUSTOMER'S NEEDS, AND ULTIMATELY GENERATE SALES

SALES ASSISTANT

SYRIA DUTY FREE, ALEPPO AIRPORT, SYRIA MAY 2010- JAN 2012

- PROVIDING DIRECT ASSISTANCE TO CUSTOMERS.
- ENSURING HIGH LEVELS OF CUSTOMER SATISFACTION THROUGH EXCELLENT SALES SERVICE.
- RECOMMEND AND DISPLAY ITEMS THAT MATCH CUSTOMER NEEDS.
- MAINTAINING OUTSTANDING STORE CONDITION AND VISUAL MERCHANDISING STANDARDS.
- ASSIST WITH THE SALES PROCESS BY MAINTAINING A FULLY STOCKED STORE AND KEEP UP TO DATE WITH PRODUCT INFORMATION

SKILLS

- LED ALL PARTS OF THE SALES CYCLE FROM CLIENT INITIATION, DEMO PRESENTATION, AND BUSINESS NEGOTIATION AND SELECTION
- EXTENSIVE EXPERIENCE IN MULTIPLE SECTORS AND MULTIPLE TYPES OF PRODUCTS, AND THE ABILITY TO UNDERSTAND TECHNICAL SPECIFICATIONS, NO MATTER HOW COMPLEX
- GREAT ABILITY TO DEAL WITH PRESSURE IN THE WORKPLACE AND ORGANIZING THE WORKFLOW UNDER ANY CIRCUMSTANCES
- HIGH NEGOTIATION SKILLS AND PROFESSIONAL TRAINING IN NEGOTIATION AND COMMUNICATION WITH CUSTOMERS
- THE ABILITY TO DEAL WITH A WIDE RANGE OF SOFTWARE AND SYSTEMS, INCLUDING CONTROL SYSTEMS, ACCOUNTING SYSTEMS, MICROSOFT OFFICE PACKAGE: (MICROSOFT WORD, EXCEL , OUTLOOK AND POWER POINT)
- ABILITY TO CREATE AND DELIVER PRESENTATIONS
- COLLECT AND ANALYZE INFORMATION AND PREPARE DATA AND SALES REPORTS
- ACTIVELY SEEK OUT NEW SALES OPPORTUNITIES THROUGH COLD CALLING, NETWORKING AND SOCIAL MEDIA

PERSONAL INFORMATION

- PASSPORT NUMBER: N013259997
- VISA STATUS: **UAE** RESIDENCE (NOC CAN BE PROVIDED)
- MARITAL STATUS: MARRIED.
- DRIVING LICENSE: SYRIAN PRIVATE SINCE 2003 (UAE LICENSE UNDER PROCESS)
- NATIONALITY: SYRIAN.
- MILITARY SERVICE: EXEMPT