
OMAR SALEM

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I would like to take an opportunity to submit my resume for your kind perusal; I am looking for challenging position in your esteemed organization. Highlights of experience and demonstrated talent, I would bring to your organisation include:

- A dedicated Senior Level Sales and Customer support professional with over 15 years of experience in independently managing accounts, operations & Logistics in I.T. industrial Organizations in U.A.E.
- Strong Operation & management skills coupled with an impressive commitment to excellence and an ability to drive efficiency and operation performance improvements.
- I am holding U.A.E. driving license, and I am currently on Investor **Visa**.

My resume is enclosed to provide you with details of my skills and accomplishments, but I am certain that a personal interview would more fully reveal my desire and ability to contribute to your organization.

Thank you for your time and consideration, and do not hesitate to contact me if you have any questions.

Sincerely,

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Support AND SALES MANAGER

Sales & Development manager professional with more than Nine years combined experience in sales roles for the privates and Gov. IT industry. Skilled in leading sales teams to penetrate new markets with latest IT products to achieve sales goals.

SALES & Support Manager –AVCO TECHNOLOGY (– Feb. 2011 - PRESENT

- Regular visits to meet the customers and create an opportunity for the products we deal with.
- Negotiate and exchange information with all levels of management.
- Generate and manage new business within assigned accounts
- Leading sales teams to achieve sales objectives.
- Manage day-to-day performance of all sales team members and deliver reviews
- Lead the team and generate ideas for sales contests and motivational initiatives.
- Lead and schedule weekly and/or monthly team meetings with sales team.
- Communicated with clients to improve and develop business relationships cordially, in addition to maintaining constant follow-up on their feedback.
- Gathering the fruitful data and information about the competitors companies and use that data to improve the overall procedures and sales technics.
- Set the incentive schemes & job descriptions for employees to encourage them achieving the targets and goals sets.
- Reviewed entire inventory lists on a daily basis to keep track of inventory flow.
- Monitoring and controlling AR of the operation
- Inventory management with reducing the inventory aging and keep the fast moving stock always available in store.
- Improve the cash flow position, fixed the collection process for follow up with customers to reduce the Credit Risk
- Managing Vendors requirements.

SR. CUSTOMER SUPPORT MANAGER

A dedicated Senior Level Operation & customer management professional with over 15 years of experience in independently managing vendors, operations & Logistics , in I.T & electronic component Organizations in U.A.E., Jordan. Strong Operation & Management skills coupled with an impressive commitment to excellence and an ability to drive efficiency and Operation performance improvements. A multifaceted, person with decision-making ability and sharp analytical mind-set. Looking for a challenging position in growth oriented company, where I can use my extensive business experience to help the company grow and achieve its targets.

COMPETENCY FORTE

- | | |
|---|--|
| <ul style="list-style-type: none"> ✓ Logistics Control ✓ Control & Development of operation Procedure ✓ Negotiation skills | <ul style="list-style-type: none"> ✓ Good Interpersonal Skills ✓ Managerial Skills |
|---|--|

✓ **Emitac AUH – Branch Manager**

✓ **Cross – Cultural Communication**

Logistics – Emitac Abu Dhabi Branch Office

- Control the store productivity on daily basis
- Inventory management control and supervise the 100% stock taking on Quarterly and yearly basis.
- Control the average and buffer inventory for the operation on monthly basis
- Control the internal process on daily basis to make sure it is moving smoothly
- Monitors the daily deliveries from store to customers to reduce the risk for loss any customers
- Control stock level of fast moving items to reduce the turnaround time of services
- Supervise the Inventory reconciliation on quarterly basis between physical stock and the operation system

Branch Manager – Emitac AUH (Sales & Support) – October 2005 - 2010

- AUH branch manager reported to GM support in Dubai
- Drive and manage 27 Employees in AUH operation (Sales, Logistics & Service)
- Set the incentive schemes & job descriptions for AUH employees to encourage them achieving the targets and goals sets .
- Control all the support activities (inventory- Parts, Pending jobs completed, new jobs, engineers daily targets & service contract)
- Monitoring and controlling AR of AUH operation
- Improve Emitac AUH Market share and the position in AUH
- Inventory management with reducing the inventory aging and keep the fast moving stock always available in store.
- Improve the cash flow position, fixed the collection process for follow up with customers to reduce the Credit Risk
- Managing Vendors requirements.
- Improve the parts sale position and market share.
- Developing the business of annual maintenance contracts “AMC” and increase Emitac presence in support industrial market.
- Sets the control procedures of day to day activity.
- Control the operation cost with the budget.
- Helping GM of support in fixing budget plan.

CAREER SNAP SHOT

Feb.2011-UpTo Date **Sales/Support manager & Founder of Added Value Computer Technology**

October 2005 – Dec. 2010 **Customer Support Manager, Abu Dhabi office** - Emitac Distribution L.L.C. (Distribution Company), AUH, U.A.E.

July 2003 to August 2005 **Technical supervisor, Emitac Distribution L.L.C. (Distribution Company), Dubai, U.A.E.**

July 2000 to July 2003 **Resident Eng at Dubai Municipality, Dubai, U.A.E.**

April 1997 to April 1997 **Network & Technical Support Eng., Abdul Majid Maraqha & Co., Jordan.**

May 1991 to Feb. **Sales & Technical Support Eng.,Maher Computer & Est.,Amman,Jordan.**

CAREER GRAPH

Customer Support Manager (AUH Branch Manager)
AUH, U.A.E. (October 2005 - present)
Emitac Distribution L.L.C.
Distribution Company

Since its inception in 1976, Emitac is a part of the Bukhatir and Ghobash Group of Industries. It has been growing from strength to strength blending the latest of technology with impeccable business acumen and meeting the most challenging requirements of a fast-evolving technology landscape with revenues of about AED 2 Billion.

- As a Senior Support Manager, I was responsible for managing AUH branch/Service center, fixing internal procedures & controlling day to day activities, maintaining & monitoring the revenue sheets, set stock management procedures, set incentive plan for revenue generators, set procedures of AR and control the DSO "daily sales outstanding", set the goal setting for AUH team, share the responsibility with GM in fixing budget plan, reporting directly to the GM.

Micro and Macro Management on Crucial areas:

- **Logistics Management:** Team consists of 3 members, supporting and helping the team to take the prompt and appropriate action as and when required and monitoring daily stock transaction.
- **Credit control Management:** control all the receivables accounts to achieve the Credit terms target in the operation.
- **Business development:** Team consists of 5 members, developing AMC business & Part sales business in local market by facilitating the process and enhancing the delivery procedures as per business needs and right numbers were projected to CEO.

Reporting roles:-

- 25 direct employees and 10 outsource are reporting to me.
I am directly reporting to GM , support.

Technical Supervisor
Dubai, U.A.E. (July 2003 to August 2005)
Emitac Distribution LLC

- I was handling the entire technical incident (call management) and distribute them between the team.
 - Put innovative ideas in front of management to improve the total services provided to customers and gain high level of customer satisfaction.
 - Train the technical staff in how to use the manuals & vendors' advisories to improve the quality of support and working efficiently.
 - Maintaining the workplace to motivate the staff towards teamwork.
 - Escalate unsolved major problems to the vendors and follow up till finding proper & prompt solution, keep the customer updated it.
 - Prepare the technical analysis reports and discuss the deviation cases with the team to fix the resolution.
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Network & Tech.Support eng.
Amman , Jordan (April 1997 to

- I was providing hardware support to customers in various products Pc's, Plotters, Cutters (sign making machine) and HP LaserJet printers.
- Providing user training in how to use the machine and do first level support.
- Perform the deployment of products from various vendors such as Roland Digital Group "Large format printers, cutters & engravers.
Encad "Cad & Large format printers"
HP plotters and laser jet printers and Amiable technologies Inc (Photo print software).

Sales & Technical Support Eng. **Amman, Jordan (May 1991 to Feb.1994)**
Maher Computer & Est.

- Providing the customers hardware support of Pc's , Internet , Printers & Plotters.
- Installation & manage the Ms windows NT,Ms Windows 2000 and standalone Pc's.
- Selling Semiconductors & measurements Instruments such Millimetres and Oscilloscopes.

SKILLS INVENTORY

EDUCATIONAL QUALIFICATIONS & TRAININGS

- ✓ Computer Engineering in computer technology, Amman university college for applied engineering (Al Balqa university), 1991, Amman Jordan.
- ✓ Business Communication Skills " American university of Sharjah "
- ✓ Higher school Certificate from Sahab secondary school , 1998 , Amman Jordan
- ✓ MCP Windows 2K Professional, Windows 2000 server & 2000 Infrastructure.
- ✓ Accredited PlatForm Specialist APS –HP Commercial InkJet & MFP.
- ✓ Accredited PlatForm Specialist APS –HP Monochrome Laserjet ,Low-end & Mid range.
- ✓ Accredited PlatForm Specialist APS –HP Commercial Desktops, Workstations & Notebooks.
- ✓ HP Star Certified sales Professional (Digital Workspace)
- ✓ Kofax Image Processing.
- ✓ American Power Conversion (APC),Uninterruptable Power Supply (UPS) Troubleshooting (Symetra +Back-UPS).

SOFT TRAINING SKILLS

- ☞ Finance for none finance executives (Three days).
- ☞ Leading For Results Workshop (Three days).
- ☞ Presentation Skills Course (Three Days).

LANGUAGES KNOWN

Arabic (Read, Write and Speak)
English (Read, Write and Speak)

Professional Sales Certifications :-

- 1- Fortinet's network security expert certification NSE1 network security associate
- 2- Fortinet's network security expert certification NSE2 network security associate

• Jordanian • Married • Male • **Investor Visa** • U.A.E. Driving

*Supporting Documents and References will be provided upon request *