



Achraf Samir Alsehnawi

Ajman

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Professional Experience

Emar al Sham 09/20 - 06/21
D.i.t(data Imaging Entry Technician)

Direct Company 09/11 - 09/13
Customer Service And Sales Advisor

- Took inbound calls , dealt with questions efficiently and effectively and input data into the CRM system.
- Gave customers the correct advice, and after understanding their needs up-sold services and turned objections into sales opportunities.
- Assisted in training new members of staff
- Cold call customers to up-sell services.
- Worked to insure all individual and team targets were met.
- Develop a number of incentives for team members to achieve targets.

Everest 09/13 - 09/19
Sales Manager

- Turned an existing 3 million wholesale to 12 million in 3 years
- Launched a well-recognized brand in mobile phones industry increased market share by 16%in 18 months

Everest Company
It Executive

Responsible for all aspects of it management,
Enabling the business grows through the use of it

- Headed up a team of 15+ FTEs leading and controlling the it covernance risk and compliance framework.
- Business intelligence (BI) responsibility and operational reporting
- Project management office (PMO) leadership overseeing the it investment agenda
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Education

High school for computer science
Graduate - Very good

Damascus University
Technical Institute For Computer Science - Under graduate

- I've studied two years but due some circumstances I couldn't complete

Тгту, Тверь университет
Русский Язык - выпускник

Visa Statue

- Imployment residence

Language

- Arabic : native
- English : fluent
- Russian : beginner

Key Skills

- Customer service and sales advisor :
 - -Microsoft office (learn any other app quickly).
 - -Cold calling and upselling products and services
 - -Conflict resolution and handling complaints.
 - -Office administration and customer service.
- Sales manager :
 - -Microsoft office , sales force.
 - -Training and upskilling sales teams and new sales hires.
 - -relationship building, negotiating, presenting proposals, and closing deals.
- It executive :
 - - Regulatory compliance and accounting control.
 - - Financial analysis and reporting.
 - - talent acquisition and building high performance team.
 - - Budgeting, forecasting, and cash management.