



Rijad Ilijazagic

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EMPLOYMENT

Ingram Micro, Account Manager DC/POS. Sep 2018 - Present

Working as an Account Manager within DC/POS means building, maintaining and developing relationships with our partners. To provide professional services by identifying customers current and future business needs and build and deliver solutions that will support the future success and growth of their businesses. Responsibilities include, but not limited to:

- To analyze and sell Ingram Micro's DC/POS offer to existing and potential customers by analyzing customer needs.
- Achieve set sales and budget targets on assigned customers as well as to create and implement quarterly plans for these customers.
- Continuously increase knowledge about existing customers and through strategic cooperation identify new business opportunities and growth potential.
- Establish very good relationships with our vendors.
- Create and coordinate sales promotion activities and, together with colleagues, participate in planned market activities, such as fairs.
- Implement product training and supplier activities
- Implement and be responsible for current quotes and annual volume agreements

Ingram Micro, Sales Specialist DC/POS. Apr 2017 - Sep 2018

As a sales specialist, my job was focused around providing support in sales administration, customer queries, product information, coordination and strengthening our sales results. Responsibilities include, but not limited to:

- Work close together with our vendors and account managers to grow existing customers
- Provide availability, discontinuation & special offers
- Establishing strong relationships with our customer base
- Maintain a sales pipeline report
- Assessing customer needs and suggesting appropriate products and services
- Follow up renewal opportunities
- Providing the resellers with a high level of service and acting as a resolution point for any queries

EMPLOYMENT

Ingram Micro, Pesale Engineer DC/POS. Mar 2016 - Apr 2017

As a presale engineer within data capture and point of sale (DC/POS), I was primarily engaged in a pre-sales technical consultancy role where I provided technical assistance and guidance by identifying customer's technical and business requirements. Responsibilities include, but not limited to:

- Solving the technical queries of the customers
- Helping sales in making the technical presentations of the products
- Visiting the customers along with sales for the technical details of the product
- Support the sales staff in achieving the targets
- Attended seminars and training session
- Train the sales staff on the releases of the new products

Media Markt, Tele2 and Clas Ohlson, Retail Salesperson. Aug 2009 - Mar 2016 Mar.

As a Salesperson in retail I was a proactive, customer-focused salesperson with a positive and confident approach. Creating trust with customers as well as quickly reacting to their needs and presenting the most apt products and services. Responsibilities include, but not limited to:

- Welcomes customers by greeting them; offering them assistance.
- Directs customers by escorting them to racks and counters; suggesting items.
- Advises customers by providing information on products.
- Helps customer make selections by building customer confidence; offering suggestions and opinions.
- Processes payments by totaling purchases; processing checks, cash, and store or other credit cards.
- Keeps clientele informed by notifying them of preferred customer sales and future merchandise of potential interest.

EDUCATION

2014 - 2016	Nackademin, Salesengineer. A mix of sales and IT.
2009 - 2016	Various training from Media Markt, Clas Ohlson and Tele2.
2006 - 2009	Tensta Gymnasium, Business and Administration Program.

OTHER

Language:	Bosnian/Croatian/Serbian is my native language. I speak and write Swedish and English fluently.
Comp. knowledge:	Has been my primary tool for the over 10 years. I can troubleshoot within Windows. I understand a bit about network, hardware, security (encryption and certificate), SLA, MS Office.
Nackademin:	Project Management, Windows Server Administration, Business Administration, Database Systems, System Integration, Marketing, Security Technology.
References:	Provided on request.