



# Wissam Harasis

## Senior Sales Consultant



Amman



+962796074188



wesam79hrs@gmail.com



<https://www.linkedin.com/in/wesam-mohammed-1a069b2>

Innovative Senior Sales Consultant focused on bringing in profitable business opportunities and developing long-lasting client relationships. Considered a valuable asset to any sales organization. A high-performing individual knowledgeable in various types of technology.



## Work History

2016-02 - 2022-02

### • Senior Sales Consultant

Wurth , Amman

- Generated new business through effective prospecting, telemarketing, territory planning and relationship building.
- Explained important information regarding features and functions for various products so that customer was knowledgeable.
- Provided high level of tailored service to each and every customer, which helped to build lucrative, lasting partnerships.
- Met regularly with sales manager to discuss sales strategies and brainstorm new ways to encourage customers to buy.
- Evaluated clients' needs and created plan of action to provide solutions.

2009-04 - 2014-07

### • Sales Support Coordinator

Ronesca Nutrition's, Amman

- Developed working knowledge of CRM to effectively track sales leads and activities.
- Assisted customers with sales needs such as inventory and shipping questions.
- Coordinated responses and resources to handle special client requests.
- Received and organized vendor samples for use by sales team.
- Managed customer accounts, responding to inquiries and resolving customer service issues
- Prepared and presented sales reports and customer profiles to upper management.

2008-06 - 2009-04

### • Customer Service Representative

Mashreq Bank, Abu Dhabi

- Actively listened to customers, handled concerns quickly and escalated major issues to supervisor.
- Analyzed customer service trends to discover areas of opportunity and provide feedback to management.
- Answered constant flow of customer calls with minimal wait times.

- Recommended, selected and helped locate and obtain out-of-stock product based on customer requests.

2005-01 - 2008-05

- **Customer Service Representative**

Capital Bank, Amman

- Offered advice and assistance to customers, paying attention to special needs or wants.
- Responded to customer requests for products, services, and company information.
- Provided primary customer support to internal and external customers.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Clarified customer issues and determined root cause of problems to resolve product or service complaints.



## Skills

- Account management
- Meeting sales goals
- Stress management
- Sales strategy
- CRM



## Education

- **Bachelor of Economics: Marketing**

Zaytunah Univ of Jordan - Amman



## Languages

- Arabic
- English

● ● ● ● ● Excellent

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## Certifications

- 2007-08     ● English Conversation
- 2005-07     ● Art of Customer Service
- 2008-02     ● Time Management
- 2007-05     ● ICDL



## Interests

- Travel
- Learning Languages
- Outdoor Activities