




# Wissam Harasis

## Senior Sales Consultant

 Amman

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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 vendors 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.

2005-01 - 2008-05

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



### Certifications

2007-08

- English Conversation

2005-07

- Art of Customer Service

2008-02

- Time Management

2007-05

- ICDL



### Interests

- Travel
- Learning Languages
- Outdoor Activities