

# Ibrahim Ahmed Kurdi

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## Sales Executive

### SANDOOG - Logistic Company

Jul 2018 - Till Now

- Identifies business opportunities by identifying prospects and evaluating their position in the industry; researching and analyzing sales options.
- Sells products by establishing contact and developing relationships with prospects; recommending solutions.
- Builds business by identifying and selling prospects; maintaining relationships with clients.
- Maintains relationships with clients by providing support, information, and guidance; researching and recommending new opportunities; recommending profit and service improvements.
- Identifies product improvements or new products by remaining current on industry trends, market activities, and competitors. Prepares reports by collecting, analyzing, and summarizing information.
- Maintains quality service by establishing and enforcing organization standards. Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; benchmarking state-of-the-art practices; participating in professional societies.
- Contributes to team effort by accomplishing related results as needed.

## Sales Representative

### Zain Cash

Feb 2018 - Jul 2018

- Achieve sales targets as
- Acquire new customers and search for new leads to enhance the revenues
- Obtained a discount from the merchants for each payment process via QR to motivate the customers to pay via QR
- Trained the merchants the payment process via the QR
- Close monitoring and followed the activate merchants to ensure using the service and offering the discount

## Promoter at Marketing Department

### Zain Cash

Aug 2016 - Feb 2018

- Demonstrate and explain services in order to persuade customers to purchase products or utilize services
  - Identify interested and qualified customers in order to provide them with additional information
  - Keep areas neat while working, and return items to correct locations following demonstrations.
  - Practice demonstrations to ensure that they will run smoothly.
- Prepare and alter presentation contents to target specific audiences.

## Personal information

**Nationality:** Iraqi  
**Sex:** Male  
**Marital status:** Married

## Education

**Bachelor of Administration  
and Economics**  
**Baghdad University**

## COMPUTER SKILLS

**MS Office (Word, PowerPoint,  
Excel, Outlook)**

## Personal skills

**Capable of working in high  
stress environments**  
**High ability to work independently  
and manage multiple projects at  
once Ability to deal and manage  
the crisis Seeking a full time  
challenging position**  
**Excellent communicator with very  
good ability to interact with  
different people from different  
levels and backgrounds**

- Provide product information, using lectures, films, charts, and/or slide shows.
- Provide product samples, coupons, informational brochures, and other incentives to persuade people to buy products.
- Record and report demonstration-related information such as the number of questions asked by the audience and the number of coupons distributed.
- Research and investigate products to be presented to prepare for demonstrations.A

## Sales Representative

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### Smart Technology (Matta3mak)

Jan 2017 - Aug 2017

- Supervised established client accounts – contacted clients regularly to establish effective working relationships; maintained relationships with the company's customers.
- Wrote concise and effective customer proposals – Prepared sales contracts, proposals and presentations.
- Analyzed market potential – Researched prospective customers and potential profit.
- Checked quality of account services – Made regular status reports: follow-ups, closings and activities.
- Controlled coordination of shipping programs – Oversaw delivery of products.
- Reduced stock through specially developed sales activity.
- Worked on training new company employees.
- Prepared effective action plans and schedules – Participated in marketing plan design and execution.
- Took part in trade shows and other marketing events.
- Perfected knowledge of product, market, and sales strategy.
- Handled and resolved any complaints or concerns from customers.
- Worked with company staff to effectively close sales; sales management, logistics, marketing, and tech-service.

## Back Office Acting Supervisor

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### Itisaluna telecom

Jan 2014 - Jul 2016

- Contribute to the development and implementation of strategic vision for the Department  
Contribute to the effective management, motivation and development of Back Office team resources by liaising closely with key line management personnel and other relevant parties within the Customer Care and Back Office, to ensure problems/issues are identified and resolved or appropriately escalated at an early stage.
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- Ensure that work is carried out with regard to technical and professional standards and to meet all regulatory and legal requirements. Be fully accountable for the quality, accuracy timeliness and effectiveness of statistical reports
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- Deliver and agree service level targets for the Back office Set and agree performance objectives for whole team and individuals Track individual performance of Back Office team through the performance elements. To liaise closely with internal customers/colleagues to ensure that Marketing Campaigns are planned to minimize the risk of DE-stabilization to the business. Ensure that the Back Office operational plan accurately reflects customer priorities and goals and that these are regularly reviewed and reported through system updates, weekly and monthly reports . Ensure a planned set of activities that balances staff workload to achieve the business targets. Manage recognition and rewards programs linked to customer satisfaction measures. Maintain Back Office standards for customer service levels Prepare

- daily/weekly/monthly statistical reports with attention to the detail of the quality, accuracy, timeliness and effectiveness. Supervise and develop staff under his/her direct supervision. Identify Training needs Analysis Insure compliance with all applicable policies & regular requirements on Information Security

## Back office officer

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Itisaluna telecom

May 2012 - Dec 2013

- Registering the subscription contracts on the system ( TABS )
- Archive the registered contracts on a certain categories enable us to reach the contract smoothly
- Activate, blocking and terminate the postpaid and the employees lines. Monitoring and auditing all the registered contracts to ensure a high data accuracy Ensure Timely and accurate reporting for Back office Activities
- Validate the customer contracts, and sent them to archiving units on Time and according to the approved conditions.

## Customer Service Representative

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Itisaluna telecom

Jun 2011 - May 2012

- Follow up with customers, by giving them feedbacks and advising them with the appropriate action that should be taken in their case or by making sure the problem is solved instantly.
- Answer customers questions in a timely and professional manner
- Maintain quality customer relationships by addressing questions and concerns with accuracy and professional understanding of all customer concerns Possess an awareness of the products and can explain the benefits and features
- Selling the products ( the lines and the scratch cards ) to meet the customer needs Work with customer service manager to ensure proper customer service is being delivered.