

PERSONAL INFORMATION



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Date of Birth: 27 / August / 1989
Gender: Male
Marital Status: Single

OBJECTIVE

❖ General

- Seeking a challenging position, which will permit me to use and enhance my skills in a progressive and dynamic organization, my greatest strength is my ability to walk into a new environment and be functional immediately. I am quick to learn and adapt to new situations, configurations and technologies.

PERSONAL CHARACTERISTICS

- Strong communication and interpersonal skills which ensure an innovative and efficient work environment.
- The ability to work effectively either on an independent basis or as a member of a larger team in fast-paced professional environments.
- Exceptionally detail oriented with the ability to successfully multitask several projects.
- A high level of professional integrity and dedication, with a tireless drive to ensure the best interests of an organization are met,

✚ SUMMARY OF QUALIFICATIONS:

- Fluent in **English, Kurdish and Arabic,**
- Highly skilled and extensive experience in Sales Management, Marketing and Business Development.
- Self-Starter with a high level of personal accountability
- Good knowledge in Computer skills (windows, outlook, Microsoft office world, Microsoft Excel.)
- Bachelor of Chemistry Science 2011-2012.

SKILLS AND WORK EXPERIENCES

❖ **(Iratrac -Authorized dealer for Caterpillar (CAT) in Iraq)**

❖ **Position -Sales Engineer –Product Support Dep. -(Private Sector, Public Sector and Oil & Gas Sector)**

- In collaboration with the Sales Management and Marketing, transform the commercial business objectives into customer's action plans and individual action plans and ensure successful deployment of these plans.
- Conduct customer plat forming exercise to target and qualify Customers/Prospects, and optimize sales efforts in line with customers ambitions and company targets
- Manage the sales of products and equipment's with the Customers according to the commercial policy
- Ensure customer satisfaction and improve sales efficiency by applying the company's sales methods and tools: CAP/Customer plat forming, CRM, Commercial policies, Customer training
- Understand and identify the needs of customers and uncover opportunities
- Achieve performance in selling products, solutions and services through the sales main processes: transactional & consultative
- Plan and organize efficiently the day to day activities: appointments, meetings, trainings, promotion activities, customer events, action plans, projects review, quotations follow-up, prescription, pricing, contract forming, collaborative sales forecast, etc.
- Collaborate with Customer Care to secure order processing is completed and Customer is provided the adequate commercial and technical support
- Effective collaboration with Marketing and the Rest of the Organization by providing them with, Customers, Competition, Copies/counterfeit and other market information, for the improvement of the marketing offer, the services offer, the commercial policy, the logistic offer, the quality of products ..etc.
- Manage and negotiate commercial and contractual risk within the Inquiry to Order (ITO) process.
- Monitors competition by gathering current marketplace information on pricing, products, new products, delivery schedules, merchandising techniques, etc.
- Recommends changes in products, service, and policy by evaluating results and competitive developments.
- Resolves customer complaints by investigating problems; developing solutions; preparing reports; making recommendations to management.
- Keeps management informed by submitting activity and results reports, such as daily call reports, weekly work plans, and monthly and annual territory analyses, and monthly reporting to Vice President by mail.
- Distributor responsibility in Kurdistan Region – Iraq .
- Marketing activities by arrange the needed presentations for different customers.
- Identify and develop new business opportunities to maintain and grow the sales.
- Develop and execute sales strategies relevant to the market opportunities.
- Make technical presentations to all levels of customer organization.
- Daily do Customers calls and focus on special activity products.

- ❖ **(Iratrac -Authorized dealer for Caterpillar (CAT) in Iraq) 2013 to -----.**
- ❖ **Position -Sales Engineer –Product Support Dep. -(Private Sector.)**
 - Selling Caterpillar Products (Spare Parts for Generators, Engines for Oil & Gas Sector, Machines and heavy equipments).
 - Attend sales meetings, conferences and event,
 - Deal with customer issues Process customer orders,
 - Keep up to date with product developments
 - Devise new sales or marketing strategies and Schedule appointments, calls, and meetings.
 - Responsible for analyze, plan and implement marketing and sales activities, also monitor how target markets respond to marketing efforts.
 - Implement the focused marketing strategy, develop strong client relationship
Gather information & draft proposal for customers
 - Review business case, benefit product, monitor and ensure the effectiveness and alignment with guidelines and policies
 - Prepare and review regularly sales trend report of channel, product and remote area thus give good recommendation to improve the process

- ❖ **(Sigma Tau Medical company - Iraq) February/ 2017 to November /2017), Part Time,**
- ❖ **Position-(Medical Representative and sales representative in Duhok).**

- ❖ **(Gerot Lannach Medical company - Iraq) February/ 2016 to July /2017). Part Time.**
- ❖ **Position-(Medical Representative in Duhok).**

- ❖ **(Gerot Lannach , Lisa pharmacy, Bharat Medical companies - Iraq) August / 2016 to January /2017). Part Time.**
- ❖ **Position-(Sales representative in Duhok).**

- ❖ **(Awamedica company - Iraq) March/ 2015 to January /2016). Part Time.**
- ❖ **Position-(Medical Representative in Duhok).**

1. BUSINESS -SALES AND MARKETING :

- **Customer Relation Management Program (CRM)-Erbil-Iraq -2013**
- **Caterpillar Products (Product Support)–Erbil- Iraq -2013.**
 - 1- Spare Parts
 - 2- Engine oil
 - 3- Hydraulic oil
 - 4- Transmission oil
- **Sales and Marketing Training - Selling Smart training –Erbil-March /2014**
 - 1- Selling Skills (Essential Skills , Consultative selling , customer Focused Selling)
 - 2- the sales cycle (initiate , Build , Manage , Optimize)
 - 5- Frame Success (the power of Mind , professionalism)
 - 4- Setting Goals
 - 5- Finding New Client and Customer Service
 - 6- Selling prices &Personal action plan
- **Career development Training -Iratrac- Caterpillar Erbil - Iraq -Jun/2015**
 - A- Emotional Intelligence.
 - B- Communication Strategies.
- **bridge Front Office -sales force program – Iratrac - Caterpillar (CAT) in Iraq –2015:**
 - 1- bridge Front Office Account , contact and Activity Management
 - 2- bridge Front Office Creating Opportunities
 - 3- bridge Front Office Opportunity Management and Closure
- **Sales Excellence Academy - Gash professional selling – Iratrac - Caterpillar (CAT) in Iraq - Business Center (CFA) Baghdad –Iraq – Aug/2015**
 - 1- prepare the sales call
 - 2- Cultivating the Relationship
 - 3- Discovering the customer's needs
 - 4- Presentation the solution
 - 5- Closing the sales Call

(Online - E- Learning - Iraqi International Company)

Plug In Sales Onboarding	Time Management	Project Management	DISC Assessment	CASH Professional Selling	SE 7 Step Selling Process	Account Management: Profitability	Customer Platforming
Negotiation Skills	Advanced Negotiation Skills	Apples Oranges (Finance for Non-Finance)	GROW Coaching Model	Coaching for Sales Excellence	Coaching for CASH	Manager Essentials & Leadership Trainings	Distribution Customer & Market Intelligence
Distribution Account Management	OEM -> New Hires	OEM -> Proficiency Level	Retail Account Management Customer & Market Intelligence	Discovering Field Services	Accelerating Field Services	Plug-In Sales Field Services	Energy Management Associate
Opportunity Management	Value Creation	Value To Demand Creation	Demand Creation	C Level Selling with Financial Acumen	Coaching to Revenue	Specified Account Management	System Integrator
Contractor & Panel Builder Account Management	Customers Market Intelligence	Presentation Skill	Cross-culture Communication	Communication Skill	Conflict Management	Issue & Resolutions	Change Management

EDUCATIONAL BACKGROUND

❖ University of Duhok . College of Science. Duhok. Iraq.

❖ B. SC in Chemistry Science

❖ Coursework include:

I have taken undergraduate courses in Laboratory of chemistry (crude oil, Biochemistry, Mechanics, Cementing industry and Petroleum and Oil and Gas).

LANGUAGES KNOWN			
1- <u>Language</u>	❖ <u>Speak level</u>	❖ <u>Writing level</u>	❖ <u>Reading level</u>
➤ English	➤ Good	➤ Good	➤ Good
➤ Kurdish	➤ Excellent	➤ Good	➤ Excellent
➤ Arabic	➤ Excellent	➤ Excellent	➤ Excellent