

CURRICULUM VITAE

NOWFAL AWEISI

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PROFESSIONAL PROFILE

- ♦ English/Arabic speaking professional highly creative with strong business background, Including more than 5 years in Sales, marketing and their process.
- ♦ Computer-literate performer with extensive software proficiency covering wide variety of applications including PowerPoint, Excel, Word.
- ♦ Positive, optimistic, well-organized self-starter who excels under pressure and meets deadlines.
- ♦ Excellent communication, interpersonal, strategic planning, financial analysis, problem solving, organizational and leadership skills. Resourceful in resolving emerging problems.
- ♦ Influential interpersonal communicator, negotiator, and presenter.

SKILLS AND AREAS OF EXPERTISE

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|-------------------------|-------------------------------|----------------------------|
| ♦ Business development. | ♦ Project Tracker. | ♦ Commercial negotiations. |
| ♦ Road map planning. | ♦ Leadership. | ♦ Analytical skills |
| ♦ Customer Centric. | ♦ SAP Sales and Distribution. | ♦ Reporting. |
| ♦ Project management. | ♦ Teamwork skills | ♦ Critical thinking skills |
| ♦ Campaign Management. | ♦ Customer Satisfaction. | ♦ Data Analysis. |
| ♦ CRM 7.0. | ♦ Training. | ♦ Self-motivation. |

PROFESSIONAL EXPERIENCE

Senior Account Manager, *Matrix Business Technology, Amman, Jordan*, January 2021 to March 2021.

- ♦ HPE and Aruba products sales.

Intern, *SSS Process, Amman, Jordan*, October 2019 to December 2019.

- ♦ ASP.NET MVC5 trainee.

Technical Sales Advisor, *Hilti, Jeddah, Saudi Arabia*, February 2013 to June 2013.

One of the leading companies for Tools, technologies and software for the construction industry based in over 120 countries with more than 28,000 employees.

- ♦ Visiting customers, on construction sites or in offices and warehouses.
- ♦ demonstrate some of the most pioneering products in the industry, along with all the services and after-care that come with the Hilti name
- ♦ Build and sustain long term relationship with customers, and Maintain existing business and acquire new customers.
- ♦ Plan and employ use of SAP/CRM to manage time and database to ensure effective and efficient market coverage and penetration.
- ♦ Identify customers' needs and providing them with appropriate solutions.
- ♦ Increase share of wallet through the number of product lines sold per customer and volume per line.

Market Reach Coordinator, *Hilti, Jeddah, Saudi Arabia*, August 2011 to January 2013.

- ♦ Make sure utilize and use of SAP CRM systems from the sales teams and creating reports
- ♦ Develop and implement team member systems training and coordinate data quality
- ♦ Serve as the liaison between the business customer, IT, integration, and testing teams ensuring technical solutions match functional requirements on a global level.
- ♦ Drive and support projects to further improve and enhance the system landscape.
- ♦ Identify, evaluate, and prioritize user problems and complaints; create and assign problem tickets using Hilti's ticketing system (Service-Now)
- ♦ Analyze customer problems and formulate plans of resolution; utilize all technical resources to solve user problems

- ♦ Create Campaign leads to sales throw SAP/CRM based on data analyses and working with products managers in order to generate sales and create profit and create reports
- ♦ Create and follow up and create reports of Project Tracker.

Customer Service Representative, Hilti, Jeddah, Saudi Arabia, December 2009 to August 2011.

- ♦ Providing timely and appropriate customer service and technical expertise with strong orientation to understanding a customer's specialized needs and requirements to ensure the successful achievement of the company's objectives, growth and Maximizing customer satisfaction.
- ♦ Help to look after portfolio of small to large businesses, acting as a trusted representative for a number of accounts. Handling for anything they need and to give each client relationship a friendly, personal touch.
- ♦ Taking inbound calls from customers wanting technical advice about specific products or construction site problems.
- ♦ Making outbound calls to customers who may benefit from new products or promotions.
- ♦ Building orders and range selling by using a suggestive selling approach to solve customer problems and requirements, and give advice.
- ♦ Supporting field-based personnel by providing sales leads and accurate messages
- ♦ Dealing with complaints in a timely and effective manner.
- ♦ Engage in providing quality services to customers and sales team, processing orders & quotations, Following up the order status with customers, and handling customer enquiries through phone or emails.
- ♦ Call passive customers to promote Hilti products to increase the sales of the company.
- ♦ Updating the system to ensure data is always accurate and up to date.

Hilti Center Representative, Hilti, Dammam, Saudi Arabia, December 2007 to December 2009.

- ♦ Manage and operate a Hilti Store to maximize walk-in sales and provide a high level of customer service. All activities are performed with the ultimate objective of providing Total Customer Satisfaction and driving the Hilti Brand.
- ♦ Welcome and provide customers and prospect engaged business relationships while building and creating customer loyalty.
- ♦ Look after a Hilti Center retail site, serving local clients and tradespeople who need products straight away. These might be small or big accounts, ranging from sole traders to large construction sites.
- ♦ Demonstrate products, cross-sell software and services, and advise customers on the most innovative and cost-efficient solutions for their needs.
- ♦ Carry out day-to-day processes like entering orders, receiving goods, accepting repairs and managing cash and inventories.

PROJECTS

- ♦ SAP Implementation, Hilti, Jeddah, Saudi Arabia.
- ♦ Global Contacts Centre Implementation, Hilti, Jeddah, Saudi Arabia.
- ♦ EIM Implementation, Hilti, Jeddah, Saudi Arabia.
- ♦ E-Business Implementation (Hilti Online), Hilti, Jeddah, Saudi Arabia.
- ♦ CRM 7.0 (SAP)Implementation, Hilti, Jeddah, Saudi Arabia.

COURSES AND TRAINING

- ♦ Successful Presentation Skills. Hilti Global Training and Learning, Jeddah, Saudi Arabia, July 16-17, 2012.
- ♦ CRM 7.0 Training, Hilti Marketing Competence Center, Dubai, UAE, October 29 – November 4, 2011.
- ♦ E-business Transaction Training, Hilti Marketing Competence Center, Dubai, UAE, October 15-18, 2011.
- ♦ SAP Key User Training, Hilti Office Building, Buchs, Switzerland, January 11-21, 2011.
- ♦ Train The Trainers, Hilti Global Training and Learning, Schaan, Liechtenstein, January 10, 2011.
- ♦ Phone Selling Skills, Hilti Global Training and Learning, Jeddah, Saudi Arabia.
- ♦ Basic Training Course and Situational Selling Skills, Hilti Global Training and Learning, Dubai, UAE, February 2-27, 2008.

EDUCATION

- ♦ Master of Science in Enterprise Systems Engineering, Princess Sumaya University for Technology, Expected to be Completed 2022
- ♦ Bachelors of Management Information Systems, Amman University College, Balqa Applied University, Graduated in 2020, With a (GPA: 3.86)
- ♦ Enterprise Resource Planning Systems, Open University Malaysia in collaboration with LITHAN Education, Kuala Lumpur, Malaysia 2013-2014
 - Significant Coursework ERP Implementation.
 - Introduction to ERP Systems.
 - Advanced Business Application Programming (ABAP).
 - Enterprise Resource Planning Implementation.
 - Sales and Distribution.
 - Financial Information System.
- ♦ Finance and Banking, Hashemite University, Zarqa, Jordan, 2004-2007
 - Completed 42 Credits Hours.
- ♦ King Abdul-Aziz Secondary School, Saudi Arabia, Graduated in 2004, (GPA: 95.32 %)