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Summary

Customer service and sales offering More than fifteen years of diversified experience. Excellent communication and problem-solving skills. Dedicated to achieving customer satisfaction as well as meeting or surpassing company expectations. Able to focus on projects, develop strategies and meet or exceed deadlines. Strong rapport with personnel, customers, and associates based on knowledge, professionalism, and integrity.

Experience

Sky Turk Property, Istanbul, Turkey **12/2017, 2/2023**
Sales Director

- Grew and nurtured a network of colleagues and increased the quality of employee communications.
- Providing additional training, resources and enabling the team to reach their full potentials.
- Follow up on field visit reports, communicate with customers, and try to close the deal.

Erica Real Estate, Istanbul, Turkey **1/2017, 10/2017**
Sales Manager

- Searching for new profitable projects that have a good reputation, and negotiate the best commission rate.
- Supervised sales operations including seven sales representatives.
- Delivered sales presentations, seminars, and training to the sales team.
- Planned, developed, and scheduled advertising campaigns and special promotions.
- Developed strategic partnerships to expand business opportunities.
- Tracking competitors' activities and forecasting market status.

Istanbul Royal Estate, Istanbul, Turkey **5/2016, 12/2016**
Presales, Sales Executive

- Ensured the highest levels of customer service and satisfaction.
- Provided sales consulting and support for real estate investors and buyers.
- Negotiated agreements with a network of overseas partners and agents.

Turesta Real Estate, Istanbul, Turkey **7/2014, 4/2015**
Portfolio Manager

- Effectively interacting with clients to enhance their relationship with the company.
- Negotiating with clients.
- Meeting with prospective clients to present investment strategies to them and to guide them through the sales process.
- Maintaining client relationships through regular communication.

Ryhana Farms, Damascus, Syria**3/2010 to 10/2012****Sales Supervisor**

- Supervise the activities of assigned sales to meet and exceed yearly sub-team goals.
- Assist sales representatives in developing long-term and daily plans that optimize time and resources.
- Ensure that all Inside Sales Representatives achieve the required level of product knowledge necessary to promote assigned titles.
- Complete all required reports regarding sales and sales campaigns, market feedback, and team management activities.

Al Tayer Group, Dubai, U.A.E**7/2007 to 5/2009****Senior Sales**

- Experienced in strategic planning and new product introductions.
- Monitored basic and seasonal merchandise displays.
- Presented a cheerful and helpful manner with customers and colleagues.
- Performed weekly billing and generated billing reports on a weekly, monthly, and yearly basis.
- Promoted customer satisfaction through clear, concise communication.

Syriatel Mobile Telecom, Damascus, Syria**5/2003 to 8/2006****Point of service agent.**

- Performed all aspects of customer support.
- Processed all general customer service requests.
- Performed weekly billing and generated billing reports on a weekly, monthly, and yearly basis.
- Maintained a positive company image during difficult situations.

Education

High School, Damascus, Syria (2002)

Skills

- Have a good knowledge in Microsoft Office and computer.
- Can easily communicate and deal people in all levels.
- Matured and willing to learn more in work.
- Fast learner and hard worker.

Personal Data

- Date of birth: 04/10/1983
- Nationality: Syrian.
- Marital status: Married.
- Languages known: English and Arabic.