

CV Jamal Numan

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PROFESSIONAL PROFILE

High sense of responsibility; a dedicated and determined managerial professional with a relentless mindset to achieve. During my vast experience in sales, retention, customer service, and sales operations, I acquired all the skills needed to accomplish and secure successful business. I have a proactive attitude and find positive ways to stimulate and engage with people.

SKILLS & ABILITIES

- Positive personality, public speaking, negotiator and problem solver.
- Mastery in IT tools; as pivot tables for data reports, in addition to Excel, PowerPoint, Word, and Outlook, as well as customer care user systems (IBS, Gini, Unify, Cognos reports, Avaya dialer and reports).
- Results oriented with quick adaption to any work environment.

EXPERIENCE

Regional Senior Customer Admin & Sales Operations -Acting Team Manager | OSN - Amman

October 2018 – November 2019

- Manage team of 12.
- Distribute and manage daily tasks – Get the Job Done.
- Monthly employees' shift roaster.
- Monthly analytical reports.
- Monthly employees' evaluations.

Regional Customer Admin & Sales Operations Advisor | OSN - Dubai

June 2015 - September 2018

- Distributed tasks, and made coaching and training to new colleagues.
- Resolved efficiently all types of new sales cases, cannibalizations, and new B2B, B2C Online sales' customers.
- Made analytical reports, and contributed to system enhancements.
- Worked on many projects, made quizzes questions and evaluations.
- Distributed team worksheets, and is a reference for product knowledge and procedures to all colleagues.
- Team leader in practice, and built strong relationships with team members.

Regional Sales Operations Advisor | OSN - Dubai

June 2013 - May 2015

- Checked new sales contracts, offers, compliance and processed the ones meeting business rules.
- In charge of departments' mailbox and all related inquiries, including all sales channels.
- Distributed tasks, and made coaching and training to new colleagues.
- Resolved efficiently all types of new sales cases, cannibalizations, new B2B, B2C Online sales' customers.

Regional Retention Advisor | OSN - Dubai

June 2003 – May 2013

- Maintained existing non-paying customers through reconnections, renewals, and reinstatements.
- Awarded on many occasions as the best employee.
- Contributed in temporarily “first-time revenue department” February 2006 – December 2006, led a team of five and achieved 153 % target.

Regional Customer Service & Telesales | Showtime - Dubai

August 2000 – May 2003

- Resolved all types of general, technical, and billing inquiries.
- Mastered variety of phone skills and tele sales’ techniques.
- Awarded as best Customer Service performer in several occasions.

Relationship Officer – Direct Sales | Mashreq Bank – Abu Dhabi

October 1999 – July 2000

- Sold products such as Loans, drafts, different types of bank accounts, and credit cards.
- Established and maintained strong relationships with clients.
- Targeted company decision makers, and approved companies for opening accounts and loan programs.
- Made daily activity analytical reports.

Sales Executive – Local Travel Agencies & Arabic Consulates | The Jumeirah Beach Hotel - Dubai

September 1997 – September 1999

- Managed accounts of Arabic consulates and Travel agencies in Dubai.
- Established and maintained relationships and made market offers.
- Achieved hotel full occupancy with other Sales team members.
- Participated in hotel’s pre-opening, training programs, and soft launch.

Assistant Manager | Gondola Hotel - Amman

June 1994 - August 1997

- Achieved the highest revenue, as profit increased by 28%.
- In-charge for accounts, purchases, and staff.
- Contributed in Hotel renovation winter 1996, as we increased rooms and suites from 37 up to 56.
- Started as a receptionist in first 3 months, learned a lot from my manager and friend for being pro-active, and trustworthy.

EDUCATION

Yarmouk University – Jordan

June 1994

- BA degree in Economics major, Financial & Banking Sciences minor.

American University in Cairo- Egypt

June 1989

- Sophomore in Mathematics major.
- Passed Michigan Test – English Language Institute (ELI) – Score 87%

TRAINING COURSES

- Telephone Sales Skills 1997 – The Jumeirah Beach Hotel (JBH)
- Sales Development Workshop 1 (3 days) January, 1999 – JBH
- Sales Development Workshop 2 (4 days) March, 1999 – JBH
- Sales Front Office Line June, 1999 – JBH
- Grey Wolf Sales and Presentation Certificate 2000 – Mashreq Bank
- Several tailored Customer Service courses – OSN
- Professional Arabic language customer service excellence 2002 – OSN

COMMUNICATION

- In addition to my Arabic language, I am also fluent and enjoy excellent communication skills in English.

PERSONAL INFORMATION

- I am Jordanian, born 1967, and married.
- 2 driving licenses; from Amman-Jordan, and Dubai-UAE.
- Contact numbers; Jordan: 00962795833537 and UAE 00971504947947, 00971528413193

REFERENCES

- Ahmad Al Fased - Director of Call centers - OSN UAE & Jordan
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- Basel Abu Qura – Hotel General Manager- Gondola Hotel – Jordan
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