



Mohamad Chatila

📍 DUBAI-UAE

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Nationality: Lebanese

Date of Birth: 01/6/1983

Status: UAE Resident - Transferrable Iqama

Work Experience

Sales Manager-Merchant Acquiring

July 2022 – Present

Yalla Payments/ Geidea-Dubai

- Responsible for new merchants sign up and enhance relationships with existing merchants
- Initiate business through regular market calls visits
- Create opportunities for acquiring new customers from different leads and potential sources
- Verify all documentation received by the merchant
- On boarding new merchants
- Collaborate effectively across teams
- Modification of commission rate, Installation fees
- Signing up merchants agreement (POS , E-COMMERCE, GPRS.....)
- Acquiring New merchants POS & e-commerce and opening accounts for them
- Handling and supporting all merchants calls and complaints
- After sale visit to keep a good relationship with all clients
- Follow up new outlets and branches
- Site visit report and site survey for merchants
- Control the contracts and follow up the legal papers
- Closing deals and prices with Banks, companies and merchants
- Design, create and supply business proposals to Banks, company and merchants
- Support the business in any way to ensure its effective operation
- Maintain merchants relationships to ensure continual growth and sales target
- Providing all merchants with the installation fees & commission

Business Development & Sales Manager

March 2022 – July 2022

Velforms Technology-Dubai

- Promote and present to merchants, Banks, Retailers, and other Entities in UAE, Middle East, Africa, Asia, and all countries the company's products (All kind of POS machines Hardware & Software)
- Promote POS and back-end infrastructure (any type of monetary or non-monetary transactions by using the pos machines)
- Maintain merchants' relationships to ensure continual growth and sales target
- Developing a dynamic team
- Leverage prospect and contact new merchants and partners by presenting the proper company's solution for the business
- Sending offers to UAE, Africa Middle east, Asia, and all countries and meeting with them
- Develop, create, and implement a business plan to grow the business
- Closing deals and prices with Banks, companies, and merchants
- Build and manage the relationships of key accounts
- General office duties and support the local business to ensure the office is efficiently and effectively operated
- Create sales schedules for the servicing team and follow up and present results to CEO

- Develop and grow sales and support team
- Prepare reports about business development in UAE including market comparison analysis, feasibility studies, etc.
- Support the business in any way to ensure its effective operation
- Design and create business proposals to Banks, company, and merchants
- Undertake office administrative duties as needed
- Closing deals and prices with Banks, companies, and merchants

Head of Merchant Services Section

Jan 2014 – Feb 2022

Fransabank

- Managed a team of 5 people.
- Signing up merchant's agreement (Pos, e-commerce, GPRS, pay pass)
- Acquiring new merchants pos & e-commerce and opening accounts for them.
- Handling and supporting all merchants call and complains After sale visit to keep a good relationship with all clients
- Follow up for new outlets/branches
- Monitor Pos not active report
- Meeting and searching for potential clients and signing contracts with them
- Handling branches calls for new pos and account opening Site Visit report and site survey for merchants
- Control the contracts and follow up the legal documents Control of data entry
- Hold and stop suspicious merchants
- Managing all fraud cases with our lawyer
- Control and check daily pos & e-commerce transaction reports
- Managing fresh money requests and process them to the merchants
- Daily contact with local and foreign banks to ensure safe payments
- Send security checking
- Control the chargeback and retrieval cases Sending statements for merchants
- Process refunds, modification of rates and accounts

Senior Merchant Sales Representative

Jan 2008 - Jan 2014

Bank Audi

- Installing POS and e-commerce merchants and managing their accounts
- After sale Visit
- Searching and meeting with potential merchants and signing contracts with them
- Solving merchants' complaints regarding any modification of commission or rental fees
- Site visit report and site survey
- Acquiring and working on pay pass for all merchants

Education

B.A. International Business 2007

Lebanese American University (LAU), Lebanon

Training Programs

FATCA awareness session

Customer care

Fighting money laundry

Payments cards
Information's Security Policies & procedures
Banking secrecy
Information Security Awareness Program
Anti-cybercrime forum
Retail Banking summit in Lebanon EFMA

Competencies

- Able to communicate and present relevant issues and recommendations
- Capable to undertake and manage tasks, engagements, and conflicting priorities
- Maintain a high activity and concentration level for an extended period
- Working effectively in varying environments and with different tasks, responsibilities, and people
- Persistence in achieving goals despite obstacles and setbacks
- Professional Presentation and communication skills
- Managing and Leading teams to achieve set objectives
- Negotiation and persuasion skills.

Languages

Native Arabic
Fluent English and French

Hobbies

Social Work, swimming, travel and physical training.

All references are available upon request