



# 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*