

OMER OSMAN ELSADIG MUSTAFA

Sales Consultant

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Address : Dammam - Saudi Arabia

SUMMARY

Dynamic Sales Consultant with proven expertise in driving revenue growth, achieving sales targets, and delivering exceptional customer experiences. Skilled in identifying client needs, presenting tailored solutions, and building strong, long-term relationships to ensure customer loyalty. Adept at market analysis, product promotion, and negotiating deals that meet business goals. Recognized for excellent communication, problem-solving, and teamwork skills in fast-paced retail and service environments.

EDUCATIONAL QUALIFICATION

- Bachelor's degree in Computer and Information Systems | Sudan University of Science and Technology

WORK EXPERIENCES

Panda Retail Company - Saudi Arabia

2023 - Currently

Customer Service

- Managed day-to-day customer service and administrative operations.
- Coordinated correspondence, documentation, and communication channels.
- Provided front-line support to deliver a seamless customer experience.
- Assisted in implementing service improvements to boost satisfaction.

Panda Retail Company - Saudi Arabia

2014 - 2023

Sales Advisor

- Assisted customers with product selection and promoted upselling strategies.
- Resolved customer inquiries and complaints promptly and effectively.
- Processed transactions and managed service requests accurately.
- Contributed to sales growth through excellent communication and teamwork.

The Sudanese Mobile Telephone (Zain) Company LTD - Sudan

2012 - 2013

Customer Service Officer

- Welcomed and assisted customers, addressing inquiries and concerns.
- Processed financial transactions, account openings, and updates.
- Delivered excellent service, ensuring high customer satisfaction.
- Supported branch operations by handling administrative tasks.

Copy-Paste Internet Café - Sudan

2010 - 2012

Supervisor | Sales Consultant

- Promoted IT products and solutions, achieving and exceeding sales goals.
- Delivered tailored technical solutions by analyzing customer needs.
- Supervised daily operations, ensuring high service quality and efficiency.
- Trained and supported staff to enhance customer satisfaction.

International Center for Car Assembly (ICCA), Khartoum, Sudan

2009 - 2010

Office Manager | Sales Consultant

- Achieved sales targets and consistently boosted revenue growth.
- Developed and implemented strategic sales plans to meet objectives.
- Built and maintained long-term relationships with customers and partners.

TRAINING COURSES

- Training on Maintenance of Computer Network - Sudatel Academy (Sudacad) Khartoum - Sudan | June 2009- August 2009

PROFESSIONAL SKILLS

- **Problem-Solving:** Quick to identify customer needs, resolve issues, and build loyalty.
- **Communication:** Strong ability to explain products, negotiate, and maintain client relationships.
- **Customer Service:** Focused on delivering excellent service and ensuring satisfaction.
- **Sales Strategy:** Skilled in planning and executing strategies to boost sales and meet targets.
- **Teamwork:** Works effectively with colleagues to achieve collective goals.
- **Product Knowledge:** Fast learner with in-depth understanding of product features.
- **Adaptability:** Thrives in dynamic, fast-paced environments.
- **Time Management:** Efficient in prioritizing tasks and meeting deadlines.

KEY SKILLS

- | | | |
|--------------------|---------------------------|-------------------|
| • Sales Consulting | • Relationship Management | • Sales Strategy |
| • Customer Service | • Product Knowledge | • Time Management |
| • Negotiation | • Upselling | • Teamwork |
| • Communication | • Cross-Selling | • CRM Systems |
| • Problem-Solving | • Lead Generation | • Adaptability |

COMPUTER SKILLS

- Proficient in MS Office Suite (Word, Excel, PowerPoint) and POS systems
- Experienced in CRM software and data entry

LANGUAGES

- Arabic : Mother Language
- English : Fluent