

Samer Ata Ibrahim Kassis

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SUMMARY

Seeking to associate myself with a professionally driven, well-respected organization by pursuing a challenging and rewarding career in Marketing and applying my academic knowledge, expertise, skills and enthusiasm; which will assist my career development and contribute effectively to the progress of the organization and the society as well.

WORK EXPERIENCE

Backdoor

March 2021 — Dec. 2021

Operations Manager

- Manage day to day operations.
- Monitor and manage operational costs.

Al Nisr Al Arabi Insurance

Oct. 2020 — July 2021

Insurance Consultant

- Built relationships with clients through active listening and communication talents to provide excellent service.
- Scheduled fact-finding appointments and consultations to determine client needs and overall financial situations.
- Worked to accommodate new and different insurance requests and explored new value opportunities to optimize insurance agency reputation.

909 Management - Topsy Cow

Jan 2017 — Feb. 2020

Chief Operations Officer

- Overseeing the day-to-day administrative and operational functions of a business.
- Met customer service standards and expectations consistently by effectively communicating and actively listening.
- Increased profitability by optimizing sales and fulfilling lower overhead costs.
- Implemented operational strategies and effectively built customer and employee loyalty.
- Reduced financial inconsistencies while assessing and verifying billing invoices and expense reports.
- Developed and implemented high-quality work environment as measured through employee satisfaction ratings.

Customer Service

- Resolve queries, understand the customer's requirements, and direct him to the appropriate desk.
- Explain the several facilities provided by the bank and teach the customers how they can avail each facility.
- Provide the forms to be filled for availing the facilities such as account opening, loan processing, etc.
- Update the customers on the progress of their application requests.
- Assist the customers with the documentation required for completing the banking transaction.
- Help them arrange the documents in the right order while presenting them for the approval.
- Promote various financial products sold by the bank and help the customers make the right choice as per their budget.
- Tackle all the complaints registered with the customer service desk.
- Provide practical solutions to the aggrieved customers or forward the complaints to higher authorities for resolving.
- Achieved and consistently exceeded revenue quota through product and service promotion during routine calls.

Jordan Ahli Bank

Dec. 2014 — July 2015

Product Development Coordinator

- Managed customer inquiries and concerns with speed, efficiency and knowledgeable support.
- Achieved individual and branch targets on consistent basis.
- Maintained in-depth understanding of bank operations, products and services.
- Boosted branch sales by developing and deepening customer loyalty through incentive programs.

Jordan Ahli Bank

Nov. 2013 — Dec. 2014

Sales Officer

- Develop, monitor, and continuously improve metrics and measurement for tracking the sales process results.
- Implement marketing strategy and business plan.
- Plan and implement sales and customer retention and development.
- Design new solutions to sales structures and organizations, customer needs, market and competitor moves.

Nabil Factory For Food Products

Jan. 2008 — April 2012

Sales Representative

- Obtains orders, and establishes new accounts by planning and organizing daily work schedule to call on existing or potential sales outlets and other trade factors.
- Maintain awareness of all promotions and advertisements Execute the daily operational, day-to-day goals and priorities assigned by manager Contributes to team effort by accomplishing related results as needed Presented the company in promoting food products in a variety of events.

Representative

- Promotion and sales of Power Horse energy drink to vendors.
- Provide schedules and updates on sales related promotions working closely with sales department.

EDUCATION

Bachelor's Degree

— Sept. 2013

University Of Petra

High School Diploma

— August 2008

Bishop's School

SKILLS

- MS Office (Word, Excel, Power Point, Front page) and Internet
- Strong interpersonal skills
- Enthusiastic, Quick learner and Self-motivated
- Leadership and effective team player

REFERENCES

References available upon request.