



# Murad O. Al Omari

## CAREER OBJECTIVE

To pursue a challenging career  
Whereby my skills can be  
Effectively and efficiently put to  
Use and developed with a scope  
For future professional growth of  
both the organization and myself.

## CONTACT INFORMATION



Amman, Jordan



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## PERSONAL INFORMATION

- Gender: Male
- Nationality: Jordanian
- Date Of Birth: 13<sup>th</sup> June 1989
- Marital Status: Married
- Driving License: Valid

## CORE COMPETENCE

Strategic Planning

Revenue Generation

Business Development

Key Decision Making

Campaign Development

## PROFESSIONAL ABSTRACT

- Successfully to lead & motivate team members to consistently achieve Maximum performance through detailed business review, and use of Business tools to measure & manage business critical KPI's.
- Seeking opportunities for improving or managing performance.
- Exceptional communication and presentation skills with abilities in Training, team building, driving front liners and executives.

## EDUCATION

### -Bachelor Degree

In Management Information System (MIS).  
Zarqa'a University, Jordan | 2013.

## EXPERIENCE

### -Business Development Manager

(Development Department)  
UWallet, Jordan - Amman



Feb 2022 - Present

### Industry

In 2014, Umniah launched UWallet in cooperation with a number of strategic partners, under the name National Mobile Payment Switch as AlHuloool for Mobile Payments. UWallet, which is based in Amman, Jordan, is a licensed payment service provider by the Central Bank of Jordan and provides electronic payment operations backed by more than 24 years of technical expertise. UWallet's launch was directly in line with the electronic payment expansion strategy and is part of an innovative vision to lead the Jordanian market in achieving financial inclusion.

### Responsibilities

- Conduct research to identify new markets and customer needs.
- Arrange business meetings with prospective clients.
- Keep records of sales, revenue, invoices etc.
- Build long-term relationships with new and existing customers.
- Develop entry-level staff into valuable salespeople.
- Promote company products addressing or predicting client's objectives.

## WORK SKILLS

Time Management	CRM
Reporting	Analytical Thinking
Contract Management	Relationship Management
Customer Care: CCRP	Business Development
Personal Management Style	Results oriented Decision-making

## SOFT SKILLS

- Motivator
- Team Player
- Collaboration
- Communicator



## PERSONAL SKILLS

- ✓ Work under pressure
- ✓ Hardworking
- ✓ Productivity
- ✓ Creativity
- ✓ Leadership

## SOFTWARE SKILLS



## LANGUAGES

- Arabic: ★★★★★
- English: ★★★★★

- Identified key products, services and customers and used data to devise Innovative sales and marketing plans enable dramatic growth.
- Kept meticulous client notes customer relationship Application.
- Negotiated & closed long-term agreements with new clients.
- Generated new business with marketing initiatives and strategic plans.
- Prepare sales contracts ensuring adherence to law-established rules and Guidelines.

### -Senior Account Manager (Enterprise Business Unit)

Orange, Jordan - Amman



Feb 2021 - Jan 2022

#### **Responsibilities**

- Write reports with suggestions for improvements and new ideas.
- Initiating / developing relations with key decision makers in target Organizations for business development in pre-sales negotiation stages.
- Manage customer activities on tools (ITSR, ECRM...etc.) for efficiency and Visibility, also to follow up on pending/closed cases.
- Make demonstrations for tools and materials to show customer strong Points of Orange VS traditional way or competitors.
- Achieves strategic customer objectives defined by company management.
- Leads solution development efforts that best address customer needs, While coordinating the involvement of all necessary company personnel.
- Achieves personal & store KPIs, consistently exceeding key performance Indicators and individual and store targets.

### -Sales & Customer Services

(Orange Branches)



Jan 2016 - Feb 2021

#### **Responsibilities**

- Responsible to insure that full compliance of customers contracts filling.
- Billing Inquiry and provide follow-ups, including its own.
- Add and delete services on the lines of Internet and fixed lines.
- Answering any questions related to new offers products and services.
- Channel customer feedback and complaints.
- Register complaints and follow-ups by system and email.

### -Sales & Customer Services

(Call Center advisor)



Feb 2014 - Jan 2016

#### **Responsibilities**

- Resolving customer's questions about their orders they bought.
- Billing Inquiry and provide follow-ups, including its own.
- Take proper care of customers & answer all their questions to help them Get the most out of the company's services.
- Support other tasks assigned by contact center supervisor.

## REFERENCE

Available upon Request.



-Communicate with customers who have escalated issues to determine Beneficial resolution & ensure timely follow-up to verify that complaints Have been addressed and satisfied.

**-Customer Service** (Front Office Employer)  
Ajnadeen Hotel (Jordan - Irbid)

Feb 2013 - Jan 2014

**-Human Recourses**  
Zarqa Municipality

Jan 2012 - Feb 2012

**-Patient Affairs**  
Specialty Hospital

2013

## TRAINING COURSES

★ **NSE 1 Network Security Associate**

Certification Validation number: sCSWVicULN



★ **NSE 2 Network Security Associate**

Certification Validation number: EbrRvt5smR



★ **NSE 3 Network Security Associate**

Certification Validation number: qOBiYeCef8

