



# Hamza Mohammed Al Nahlawi

Management Information System, Business World Place Solutions

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Date of birth : 23-12-1991  
Place of birth : Riyadh - Saudi Arabia  
Nationality : Syrian  
Material Status : Married

A Business solutions specialist with 2 year's experience in the business worl place, particularly in a work place and flexible workspace solutions, with exposure across functions like Sales-Marketing-Strategic. I am responsible for the daily support and operational integrity of IP telephone system and Video/IPTV, and Video/IPTV test.

Maintaining and connecting the center facilities and equipment needed by the needed networking of digital video and daily operational support of internal implement groups.

\* I am versatile with strong technical background, who can lead teams and activities for the delivery of an agreed strategy, the development of effective technical specialist in a global environment.

**Objective :** To involve a challenge work that enrich me experience to help me fulfilling my ability's.  
Eager to learn new skills to meet me ambitions.  
Competed for a full-time job.

## SKILLS :

- Working with IT Ticketing Systems and delivering. solutions
- Managing project data.
- Turning customer complaints into compliments.
- Maintaining good and harmonious relationship with clients.
- Implementing procedures, policies and rules of the firm.
- Anticipates the needs of the customers and new promotions.
- Ensures that customers are properly attended and getting best services.
- Having good communications skills and self-confidence.

## LANGUAGES :

- English and Arabic

## QUALIFICATION :

- Study in Applied Science University  
(Mangement Information Technology)  
Amman-Jordan

## CERTIFICATIONS :

- 2014 : Cisco and Microsoft office (New Horizon)
- 2010 : Network course in Damascus

## IT SPECIALITIES

- . Explain the purpose of preventive maintenance and identify the elements of the troubleshooting process.
- . Install and navigate an operating systems.
- . Upgrade or replace components of a laptop, printer, or scanner based on customer needs.
- . Configure computers to attach to an existing network.
- . Apply good communication skills and professional behavior while working with customres.

## SPECIALITIES AND AREAS OF INTEREST

- .PC hardware, peripherals and Microsoft desktop OS
- .Broadband service, Managed Firewall service
- .Backup systems, Microsoft Exchange and
- .Active Directory, Outlook, Outlook Express
- .Internet services (mail, web, anti-spam)
- .Customer Service, LAN/WAN technologies
- .Technical support, Addressing customer issues
- .Customer satisfaction

*Jun 2019 - Present*

### *Account Manager, Tejoury, Saudi Arabia*

- Serve as the lead point of contact for all customer account management matters.
- Build and maintain strong, long-lasting client relationships.
- Negotiate contracts and close agreements to maximize profits.
- Develop trusted advisor relationships with key accounts, customer stakeholders and executive sponsors.
- Ensure the timely and successful delivery of our solutions according to customer needs and objectives.
- Clearly communicate the progress of monthly/quarterly initiatives to internal and external stakeholders.
- Develop new business with existing clients and/or identify areas of improvement to meet sales quotas.
- Forecast and track key account metrics (e.g. quarterly sales results and annual forecasts.)
- Prepare reports on account status.
- Collaborate with sales team to identify and grow opportunities within territory.
- Assist with challenging client requests or issue escalations as needed.

*April 2018 - Oct 2018*

### *Data Coordinator, Niagara College, Saudi Arabia*

Context

- Data coordinators work to help collect and manage data so that it can be used to analyze business functions, productivity and redundancies.
- Coordinators may work to make sure that the data is collected properly, observing any legal or ethical standards are met, especially for data that involves personal information.
- Data coordinators work primarily with electronic data and use complex software systems to maintain and organize data.

*March 2016 - March 2018*

### *Community Manager, Regus, Saudi Arabia*

Context

- To Maintain and support systems, workstations, , printers and peripherals, respond to user service requests; and resolve trouble technical issues.
- To Closed 90% of customers technical issues on the first call without escalation. Commended for quickly resolving complex issues including system crashes, connectivity problems and more.
- To Achieved a customer's satisfaction rating of 90% consistently logged and monitored ticket status to ensure fast, quality resolution of every issue.
- To Set up secure Wi-Fi, VoIP networks at remote locations, leading client/server configuration and performance-tuning of crucial infrastructure to ensure seamless business operations.
- To achieve agreed upon division target and maintain optimal customer satisfaction within assigned area.

Duties

- To manage strategic and marketing activities (surveys, account/competitor profile, etc.) consistent with division plan.
- To submit semi-monthly business assessment report to direct manager.
- To maintain and develop relationships with all clients.
- To follow up customer requests starting from receiving them until order execution, delivery and payment collection.
- To ensure quotations distribution and submission.
- To visit and follow up with purchasing department on regular basis.
- To maintain an adequate understanding of business environment, high level of market knowledge and problem solving techniques.
- To spend a major part of his time in the front line position with customers.
- To work closely with his team to ensure meeting the target, quality of work and customer satisfaction.

Context

- To comply with the organization's mission and value statements.
- To be responsible for executing sales and marketing plan in his assigned accounts and product range.
- To conduct pre and post-sales activities to ensure maximum customer satisfaction including but not limited to: Installation, Training, Clinical support, In-service and all needed actions to process the invoice to finance.
- To be responsible for conducting demonstrations, workshops, presentations, and any other to his accounts as per market demand and/ or his direct manager's request.
- To achieve his annual set targets.
- To prepare sales reports and plan of actions in a timely manner.
- To prepare, submit and follow up submitted offers and tenders to generate orders.
- To report marketing changes and competitor activities.
- To maintain an adequate understanding of business environment, high level of product knowledge and problem solving techniques.
- To propose transparent target based on a proper market survey.

Duties

- To spend 80% of his time in the field.
- To enhance effective relationships with end-users and supporting departments to secure and finalize the complete sales process.
- To maintain healthy intra-office communication and team work spirit.
- To continuously enhance his product and market knowledge.