

Mohammed Ismail


PROFESSIONAL SUMMARY

Sales Professional with extensive experience in product sales and assessing client's needs.

Self-motivated outside, Sales professional experienced in both technical and non-technical, fast-paced team environments. Outgoing sales professional with track record of driving increased sales, improving buying experience, and elevating company profile with target market.

Diligent about keeping merchandise presentable to maximize business revenue. Effectively demonstrate products, overcome objections, and close sales. Persuasive in negotiating contracts and diplomatic in communicating with customers to build long-term, productive relationship.

WORK HISTORY:

Boecker Public Health KSA 
Senior Sales Consultant

Apr 2019 – May 2021

Saudi Arabia, Khobar

- Develop standards and procedures for selection, implementation, integration, Testing, and support of Infection Control & Hospital Epidemiology systems and products, Health Simulation Systems, EHR Systems, Telehealth, Online Lab Systems, Medical Equipment.
- Provide a professional and excellent level of customer service with existing & new customer.
- Filling Tenders Specs, Doing installation, Operation, Training, for the new EHR system.
- Adjust the content of sales offers by studying the type of outlet or commercial agent.
- Focuses sales efforts by studying existing and potential volume dealers.
- Recommends changes in products, service, and policy by evaluating results and competitive developments.
- Resolves customer complaints by instigating problems, developing solutions, preparing reports, making recommendations to management.
- Contributes to team effort by accomplishing related results as needed.
- Keeps management information by submitting activity and results reports, such as daily call reports, weekly work plans, and monthly and annual territory analyses.
- Enhances sales staff accomplishments and competence by planning delivery of solutions, answering technical and procedural questions for less experienced team members, teaching improved processes, mentoring team members.
- Negotiate contract and close agreement to maximize profits.
- Ensure the timely and successful delivery of company products according to customer needs and objectives.
- Liaise with the sales department to win new business and increase sales.
- Keep track of sales performance metrics.
- Assist with challenging client request or issue escalations as needed.
- Build and maintain strong, long-lasting client relationships.
- Assisting less experienced Sales representatives in answering technical questions posed by customers during outbound telephone calls.
- Preparing and delivering sales presentations to potential and existing customers.
- Preparing regular sales reports as well sales territory plans.



Personal Information:

Date of birth: 11 April 1990

Nationality: Palestinian

Marital status: Married, 1 child

Contact:

Al Khobar, Saudi Arabia

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Education:

Health Informatics, Bachelor

Top Skills:

- Infection control.
- Hospital epidemiology systems and medical products.
- Health simulation systems.
- EHR systems.
- Telehealth.
- Online lab systems.
- Strong interpersonal skills.
- Persuasive negotiator.
- Strategic account Development.
- Strategic planning.
- B2B sales.
- B2C sales.
- Positive outlook.
- Understanding of Sales Process.
- Problem-solving skills.
- People oriented.
- Business analysis.
- Strong communication.
- Customer relations.
- Highly organized.

Languages:

Arabic (Native)

English (Full Professional)

Certifications:

- Hospital Management and Patient Safety.
- Digital transformation in healthcare.
- Saudi Health Simulation.
- International Lap Expo.
- Saudi Society for Clinical Chemistry.
- Making Success in Healthcare Practitioners Life.
- Health Information Technology Impact on Patient Safety.
- Safety In Times of Pandemic.
- Quality Improvement In Health Facilities.
- Mental Health Nursing Conference.
- Infection Control Certificate.
- L2 Award In Food Safety Basic Food Hygiene.

MicroCare Health Information System KSA

Senior Product Specialist

Mar 2017 – Apr 2019

Saudi Arabia, Riyadh

- Training healthcare staff on health information system deployment and management.
- Provide every healthcare facility in the region with the most advanced medical technology available globally as such making it accessible to needing end user.
- Interviewing healthcare providers and patients, observing healthcare service delivery procedures, and collecting electronic healthcare data.
- Analyzing and interpreting data to identify areas that need improvement.
- Provide statistical, mathematical, and computational tools for biologically based activities such as genetic analysis, measurement of gene expression, and gene function determination.
- Training personnel and helping team members develop their skills.
- Implement and configure ERP application consulting customers.
- Provide direct, hands-on education and support to staff in the use of MicroCare products such as Aerosol Duster, Flux Removers, Lubricants & Coatings, Medical High-Purity Fluids, PCB Cleaning Pens & Tools in a manner which promotes patient safety and confidentiality.
- Administering the sequence projects, sequencing datasets, and other computational algorithms for accurate interpretation of the biological systems and developing the necessary tools for tracking the next generation sequencing databases.
- Designing programs for graphical support, quality control metrics, and other computational tools for bioinformatics, assembling these various programs for effective data analysis, and maintaining the program documentations and coding instructions.
- Acts as a knowledge expert on MircoCare product/services to support scientists and customer needs.
- Develop audit tools which determine the level of user adoption of technology and products.

Al Khateeb United Trading Co. (Medical Division).



Product Specialist – Orthopedic & Wound Care

Feb 2013 – Feb 2017

Saudi Arabia, Riyadh

- Attending operation room with plastic surgery doctors (Deep burns) (Obesity surgery) ENLUXTRA smart wound dressing USA & Sinaqua Clorexidina Italia.
- Attending operation room with orthopedics Doctors (ACL Reconstruction) (Knee Replacement) high performance powered orthopedic tools for surgical procedures. De Soutter Medical UK.
- Prepare detailed workflow charts and diagrams that describe input, output, and logical operation for MIR Medical devices, and convert them into a series of instructions coded in a computer language.
- Troubleshooting and exploration of system weakness and vulnerabilities.
- Worked as vital member of the sales and maintenance team.
- Completed training on all health care systems and devices sold to customers. Monitoring, organizing, and coaching team on a day-to-day basis.
- Planning and visiting doctors as per target visits per Health Tech products.
- Handle the processing of all Medical Devices orders with accuracy and timeliness.
- Assess clients' needs and present suitable promoted Health products/Systems.
- Liaise with and persuade targeted doctors to purchase our Health Tech products utilizing effective selling skills and performing cost-benefit analysis.
- Applies territory planning to get maximum use of time and best area coverage for both Doctors and hospitals.
- Technical support inside the operation theater.
- Help customers be sure of which products is the right choice for them.
- Work cooperatively with the rest of the team.
- Log all customer contacts including contact information for follow-up.
- Demonstrate product functionality accurately and completely.