

# Omran Jomaa

Khobar Eastern Province 31952

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## PROFESSIONAL SUMMARY

Sales Supervisor with over 2 years of progressive experience improving business processes, increasing revenue, and retaining loyal customers in multiple locations. Strengths include **discovering problems and developing solutions, team leadership, managing crises and acting in difficult situations, and taking responsibility**. I am looking forward to employing my practical experience and developing it in a distinguished work environment.

## WORK HISTORY

### Flynas airline - Branch Office Administrator

Khobar, Eastern Province

06/2020 - 03/2021

- Contribute to forming a crisis management team.
- Organizing sales to travel and tourism offices and communicating with airlines to receive evacuation requests for those stranded during the Covid-19 period.
- Training of new employees and university students to prepare them for the labor market.
- Supervising daily, monthly and annual reports.
- Offered instruction, coaching, and motivation to employees during shifts.
- Served as a keyholder to open and close the store on time.
- Provided instruction, coaching, and motivation to all employees during shift.
- Monitored daily and weekly key performance indicators to maintain on-track status.

### Flynas airline - Sales Supervisor

Khobar, Eastern Province

07/2019 - 03/2020

- Arranged travel accommodation for groups and special needs clients.
- Met with management and executives to provide insights into sales operations and make strategic recommendations.
- Collected customer and market feedback and reported information to company leadership.
- Assist administration during the executive decision-making process, generating data reports and analysis to improve operational efficiencies.
- Supervised [2] employees and monitored performance to meet sales goals.

## CERTIFICATIONS

- The 13 Indisputable Laws of Marketing, *Mastery Academy*
- Certified Marketing and Sales Management, *Age Vision Training Institute* - **20 hours**
- Certified E-commerce and marketing skills, *Age Vision Training Institute* - **3 hours**
- Certified Customer Attraction Secrets, *Jeddah International Higher Institute for Training* - **5 hours**
- Certified E-commerce basics and concepts, *Bank Albilad Chair for Electronic Commerce*.

## SKILLS

- Staff management
- Customer service
- Negotiation
- Employee reward schemes
- Salesforce
- Complex problem solving
- Team leadership
- Modest in MS Office
- Relationship building and management
- Customer service awareness
- Touch Typing (English-Arabic)
- Improvisation and public speaking

## EDUCATION

05/2015

Thuqbaa high school

Khobar, Eastern Province

High school: Scientific section

## Flynas airline - Reservation Officer

*Khobar, Eastern Province*

*03/2019 - 07/2019*

- Reserving airline tickets for clients, making daily reports, managing the treasury.
  - Responded to clients' questions, issues, and complaints on time, and found appropriate solutions when needed.
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## LANGUAGES

**Arabic:** Native language

**English:** B1

Intermediate

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## ADDITIONAL INFORMATION

**Date of birth:** *Beirut- 7/8/1996*

**Gender:** *Male*

**Nationality:** *Lebanese*