

# Rami Adel Abutaima



## Contact

### Address:

Riyadh, Saudi Arabia, Olaya Str.

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## Languages

Arabic – Native Language

English – Very Good

## Summary

Senior sales specialist & IT Sales Solutions in hardware and software technologies. My last position was senior sales account manager

**Hardware:** Server & Nas storage Tape drive with media tapes, PC & Notebook, Printers & Toner Supplies, CCTV Camera, Switch & Router, Attendance time & access door, Accessories.....etc.

**Software:** ERP System, CRM, CX, BI, Computing Cloud Office 365 (SaaS, PaaS, IaaS), Adobe Creative Cloud.

## Skill Highlights

- Customer service
- Professional sales
- Technical Support IT Hardware & Software
- Strong decision maker
- Complex problem solver
- Fast Learner.
- Highly motivated
- Strong in Ms. Office
- V. Good in Marketing
- Graphic designer
- Accountant (PFA)
- Server Config. From DC Promo to Active directory - Network installation & terminitions
- V. Good Communications
- IT Project management
- Time Management
- Strong Public relationships
- Sales Team Management
- Maintenance H.W. & S.W.
- Photographer

## Experience

### Technical Support and Graphic Designer - 09/2005 to 10/2006



Jordan Scientific & technology Supplies Amman, Jordan

- Installation and termination CCTV Camera & Attendance time
- Server Configurations Active Directory, Win Server 2003, DHCP, Administrator tools, User permissions.
- Maintenance & assembly PC, Laptop, Printer's, Network connections
- Graphic Designer (Design of camera place), brochures, Promotions.

### Technical Support and Graphic Designer - 11/2006 to 10/2008



Hammoudeh Advertising Agency Amman, Jordan

- Graphic Designer for advertising on newspaper, Design was anything
- Maintenance for PC's hardware & software, Network connections

### Senior Sales Account Manager - 02/2009 to 08/2018



Mid for computer tech. (Midteks) Midteks Inc. Amman, Jordan

I worked at Midteks Inc. & it's one of the biggest companies in the Jordan & it's a **Golden Partner for HP**. I was Pre-sales of IT Consultant more than 3 year after that was senior sales account manager. I'm expert in Sales field for HP Products (IPG/PSG) Pre-Sales - Sales Professional – IT Sales Consultant and Technical Sales (Hardware & Software)

**Hardware:** HP Products Server, Switch, Cabinets, Router, Computer, Workstation, Notebook, Nas Storage, San Storage Printers, Toner cartridge Supplies & accessories) plus (Xerox – Brother Samsung – Dell – Lexmark – Evolis – Oki – Adata – Kingston –

**Software:** Computing Cloud (IaaS, PaaS, SaaS), Security, Office365, Adobe creative cloud IT Solutions, Kaspersky – Norton - Microsoft



Continue.....

- Outgoing calls to the client & get in an agenda the best time a both us with him for the onsite visit & give them our services & understand what he need & tell them about our services & our products by the company profile on hope to more sell to achieve the target to be a good results.
- Maintained friendly and professional customer interactions at all times.
- Wrote sales contracts for orders obtained and submitted orders for processing.
- Prioritized daily workflows, including all inbound calls, quotes and sales-related inquiries. -Answered customers' questions regarding products, prices and availability.
- Set up new accounts, established customer credit, and set up payment methods.
- Managed and recorded all leads from outbound telephone marketing.
- Quoted prices, credit terms and other bid specifications.
- Built client relationships by acting as the liaison & visit onsite.
- Oversaw sales forecasting, goal setting and performance reporting for all accounts.
- Created sales contacts with on- and off-premise accounts.
- Maintained a central database of key contacts, risk ratings, financial impact and key issues.
- Obtained and evaluated credit information about prospective customers.
- Monitored market activity and quoted pricing to maintain healthy profit margins.
- Negotiated prices, terms of sale and service agreements.

I was Team leader sales & analyzing sales activities, Distribute the work orders together & make them by the agenda the visit after calls & follow up them about the offer by CRM SYSTEM & give it a due date...etc.

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**Senior Sales and marketing - 09/2018 to 02/2019**



United of Emirates, Dubai, Business Bay, Oxford Tower

- Sales for Social Media, Mobile App. Google searching Engines, Web Design.
- Technical Support.

**Senior Sales & Relationships inside + Graphic Designer - 03/2019 to 09/2019**



Exit No. 15, Riyadh, Saudi Arabia

- ERP SYSTEM/ CRM/ BI/ POS/ CX/ b-in-touch CALL CENTER

Sales management for the clients & explain them our services & detailed presentations with make a implementation & make a proposal deals

- Graphic designer & make a proposal after a Schule meeting inside.

**IT Sales Specialist - 10/2019 to Current available**



- Jenior Odoe Implementation Functional and consultation
- Make inspections for before any project implementation infrastructure cables installation, Termination & Network testing from Network points to the data center

## Education

Diploma degree: **IT (Infrastructure Network)** - 2004

**Al-Zaytoonah University of Jordan, NY**

## Courses & self-learnings

MCSA 2003 – MCSE 2003 - HTML – A+ - ICDL - Adobe Photoshop – Adobe Illustrator – adobe InDesign - Sketchup 2017 – Dashboard Builder - IP Config

Video Studio maker – Photographer – Blender Basic – Microsoft AZURE Computing Cloud Office 365 (SAAS – PAAS – IAAS), IOET - CCNA soon

## Certifications

#	Sub.Certificates	Ref.	Date
1	Odoo Functional Certification (Soon)	Not Eyt	
2	Accountant - PFA Diploma	Alameed	15 Sep 2020
3	CSS – Certified Sales Specialist	Reference Academy	22 Dec. 2016
4	completing 20 Credits in online training curriculum Business	Intel® Technology Expert	08 Jun. 2016
5	ENGLISH LEVEL 6-7	Al-Wehdah Center	25 Mar. 2015
6	00766828-Accounting Excel Report Tool – Software & Solutions	HP® Partner Learning	14 Feb. 2015
7	0076825-Accounting E-mail – Software & Solutions	HP® Portal Learning	14 Feb. 2015
8	English Learning Level 4-5	Al-Wehdah Center	2014
9	Adobe Accredited Sales Specialist	Adobe® Creative Cloud	10 Aug. 2014
10	Adobe Acrobat XI Sales	Adobe® Reseller	7 July. 2014
11	Certified Sales Professional	Adobe® Reseller	7 Oct. 2014
12	Selling HP Imaging and Printing Supplies, Rev. 14.12	HP® IPG-PSG	25 Sep. 2014
13	Technical & Integration Sales	Intel® Technology Expert	17 Sep. 2013
15	Selling to Consumer	Intel® Technology Expert	17 Oct. 2013
16	Selling to Business	Intel® Technology Expert	17 Jul. 2013
17	SMB Server Solutions – Technology Training	Intel® Technology Expert	2013
18	Driving New Channel Revenue with Ultra book™: Security	Intel® Technology Expert	2013
19	Stunning Visuals	Intel® Technology Expert	2013
20	Meet in Intel NUC Family of Product	Intel® Technology Expert	2013
21	Updating the Intel	Intel® Technology Expert	2013
22	Intel Solid (Refresh Training)	Intel® Technology Expert	2013
23	Selling Security to SMBs	Intel® Technology Expert	2013
24	Selling Ultrabook™ for Business	Intel® Technology Expert	2013
25	Selling Solutions for Cost Reduction	Intel® Technology Expert	2013
26	Selling Intelligent System in Retail	Intel® Technology Expert	2013
27	Digital Security & Surveillance	Intel® Technology Expert	2013
28	Ultrabook™ for Business	Intel® Technology Expert	2013
29	Ultrabook is good for Business	Intel® Technology Expert	2013
30	Based System and solutions to business	Intel® Technology Expert	2012
31	Based System and solutions to Consumer	Intel® Technology Expert	2012
32	Google Sales & Marketing	Google International Engine	Soon 2019