



Lulea Al Sarawi

SALES ADMINISTRATOR

Profile

Professional Summary

I am an experienced sales administrator with five years of experience in this industry and a successful track record,

Adept at organizing administrative duties, managing sales operations, and giving outstanding support to sales teams. Capable of reducing procedures, increasing productivity, and assuring effective departmental communication. Demonstrated capacity to respond quickly to client issues and questions and keep satisfaction levels high. Effective prioritization and on-time work completion are made possible by strong organizational and multitasking skills. Outstanding interpersonal abilities that promote cooperative connections with stakeholders, colleagues, and clients.

Employment History

Sales Administration Manager, Eutelsat, Amman

MARCH 2015 – OCTOBER 2020

Efficiently managing contracts, amendments, and terminations, ensuring accuracy and adherence to legal and company guidelines.

Proactive follow-up with clients to get signed contracts and modifications, ensuring a quick and efficient procedure.

Compiling and preparing a comprehensive list of agreements, amendments, and terminations for the respective month, contributing to the monthly report.

Conducting regular checks on the database inputs to ensure data integrity and accuracy, promptly addressing any discrepancies or errors.

Submission Officer, VFS Tasheel International, Amman

MARCH 2014 – FEBRUARY 2015

Managing all transactions related to visitors traveling to Saudi Arabia, ensuring accuracy and efficiency in processing.

Assisting in back-office duties, such as verifying and ensuring all required documents are complete and in order.

Handling the duties of a Submission Officer, transferring important data and transactions into the company's system, and maintaining data integrity.

Handling payment transactions, ensuring prompt and secure processing.

Effectively communicating with customers through various channels, including telephone, email, and face-to-face interactions, to address inquiries, provide updates, and resolve any issues or concerns.

Being adept at handling customer complaints by actively listening, empathizing, and taking prompt action to reach satisfactory resolutions.

Education

Bachelor Degree, Al-Balqa Applied University, Amman

SEPTEMBER 2009 – MAY 2013

Bachelor degree in Accounting Information System

Details

Amman

Jordan

00962- 798727573

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Skills

Ability to Work in a Team

Collaboration & Teamwork

Attention to Detail

Computer Skills

Communication Skills

Microsoft Excel

Customer Service

Microsoft Office

Languages

Arabic

English