

Fuad Jamal AlBayed

Civil Engineer, Salesman, Customer service specialist

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Summary:

Energetic, dynamic, dedicated and team-oriented candidate with over three years of experience delivering exceptional service and consistently exceeding performance targets in sales and customer services. Demonstrates strong organizational skills and a proven ability to work collaboratively within a team to achieve goals. Known for well-developed soft skills, including active listening, empathy, and critical thinking. Adept at resolving complex issues with a positive attitude and maintaining high levels of customer satisfaction. Committed to upholding company values and contributing to a supportive and effective work environment.

Education:

Jordan university of Science and Technology (2013 - 2019)

- Bachelor degree of Civil Engineering and Environment

Durham Catholic District School Board (2019 - 2020)

- **English language and communication skills** - Proficient C1
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Languages:

- **English** Proficient
 - **Arabic** Mother Tongue
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Certificates:

- **Webhelp and Concentrix**

- 1- Team Manager program Certificate (TMP)
- 2- Effective Communication Course Certificate
- 3- Microsoft Excel Course Certificate

- 4- Decision Making Course Certificate
- 5- Collaboration Course Certificate
- 6- Best Performance Certificates

- **Extensya**

- 1- Customer Services Representative Training program
- 2- Best performance Customer services advisor Certificate

- **Durham Youth services - Local Community**

Youth Engagement, Community Services and Volunteering Certificate

- **Matar Project (KAJD powered project to assist The Blind people)**

Community Services and Volunteering Certificate

Work Experience:

* Webhelp

Content Moderation advisor - Jordan (04/2022 - 11/2024)

- **Proactively moderate and audit, monitor User-Generated Content:** Review and moderate user-generated content.
- **Ensure Brand Safety & Compliance:** Maintain the integrity of the brand by flagging inappropriate, harmful, or illegal content
- **Reporting & Escalation:** Report sensitive or escalated content to the appropriate teams for further action, ensuring swift and effective resolution.
- **Enforce Community Guidelines:** Apply community rules consistently, providing feedback to users and removing content that violates terms of service.

Work Experience:

Content Moderation advisor - Jordan (04/2022 - 11/2024)

- **Conflict Resolution & Customer Interaction:** Respond to user inquiries, complaints, or disputes, addressing concerns professionally and guiding users to resolve issues related to content.
 - **Quality Control:** Conduct periodic audits of content to ensure that the platform maintains a positive, safe, and engaging environment for users.
 - **Content Development:** Create engaging, high-quality content for blogs, social media, websites, product descriptions, and marketing materials based on target audience needs and brand voice.
 - **Content Strategy & Planning:** Develop content calendars and strategies that align with marketing goals, ensuring consistent messaging across all platforms.
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* Extensya

Customer Services Advisor & Sales specialist - Jordan (07/2021 - 04/2022)

- Handle customer inquiries and issues through various channels.
- Resolve problems and ensure customer satisfaction.
- Provide information about products or services.
- Demonstrate effective communication and problem-solving skills.
- Process orders and manage customer accounts.
- Maintain a positive, customer-centric attitude.
- **Customer Consultation & Needs Assessment:** Listening to customers' needs and offering tailored product solutions, ensuring customer satisfaction while meeting sales goals. Helping customers choose the best products based on their specific requirements.
- **Processing Sales Orders & Transactions:** Managing the full sales cycle, including processing customer orders, verifying product availability, and coordinating delivery or installation for larger electronic systems or devices.
- **Problem-Solving & Issue Resolution:** Addressing customer concerns, troubleshooting technical problems, and providing solutions to any issues related to product functionality, ensuring a positive customer experience.
- **Sales Target Achievement & Performance Tracking:** Meeting or exceeding individual and team sales targets, tracking personal sales performance, and contributing to overall department objectives.
- **Customer Relationship Management:** Building and nurturing long-term customer relationships, following up post-sale to ensure satisfaction, and encouraging repeat business through loyalty programs or new product recommendations.
- **Inventory Knowledge & Stock Management:** Staying up to date with available stock, new product launches, and promotions to offer customers the latest electronics options and ensure product availability.
- **Sales Reporting & Feedback:** Compiling regular reports on sales activities, customer interactions, and market trends. Providing feedback to management on customer preferences and competitor activity to help adjust sales strategies.
- **Collaborative Sales Team Support:** Collaborating with colleagues in the sales department to achieve team sales targets, share best practices, and support each other in meeting client needs.
- **Promotions & Discounts Communication:** Communicating special offers, promotions, or seasonal discounts to customers, ensuring they are aware of any relevant deals to increase conversion rates.

- **Zaina Homes**

Civil Engineer Trainee - Canada (11/2020 - 10/2021)

- Designing and planning infrastructure projects, including roads, bridges, buildings, and water supply systems.
 - Conducting feasibility studies and evaluating design alternatives.
 - Performing structural analysis to ensure the integrity and stability of structures.
 - Conducting site investigations and incorporating findings into project plans.
 - Monitoring completed projects and providing maintenance recommendations.
 - Ensuring compliance with building codes, regulations, and safety standards.
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*** Jerusalem Mountains for Elevators and Escalators**

Salesman - Jordan (4/2018 - 1/2020)

- **Lead Generation & Prospecting:** Identifying and researching potential clients in both residential and commercial sectors, including property developers, architects, and facility managers.
 - **Client Relationship Management:** Building and maintaining long-term relationships with clients, ensuring excellent customer service, and providing tailored solutions to meet their specific needs.
 - **Product Knowledge & Consultative Selling:** Demonstrating in-depth knowledge of lift systems, including installation, maintenance, and modernization options, while advising clients on the best solutions for their requirements.
 - **Sales Presentations & Negotiations:** Conducting sales presentations and product demonstrations to decision-makers, negotiating pricing and contract terms, and closing deals.
 - **Technical Specifications & Proposal Preparation:** Collaborating with engineers and technical teams to create customized proposals that align with client specifications and project requirements.
 - **Project Management Support:** Working with project teams to ensure smooth implementation and delivery of lift systems, including assisting with installation timelines, technical issues, and after-sales support.
 - **Market Analysis & Competitor Tracking:** Staying up-to-date with market trends, industry standards, and competitor products to ensure competitive pricing and positioning.
 - **Sales Forecasting & Reporting:** Tracking sales performance, preparing regular reports on sales activity, forecasting revenue, and identifying new business opportunities.
 - **Contract Management:** Handling contract negotiations, including terms and conditions, warranties, and service agreements.
 - **After-Sales Service & Support:** Ensuring customer satisfaction through post-sale follow-ups, coordinating maintenance services, and offering ongoing support.
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Skills:

Excellent Communication Skills: Strong verbal and written communication to engage with clients, present products, and negotiate deals effectively.

Customer Relationship Management: Ability to build and maintain long-term relationships with clients, ensuring high levels of customer satisfaction and repeat business.

Negotiation Skills: Proficient in negotiating prices, terms, and conditions to close sales while ensuring profitability for the company.

Product Knowledge & Expertise: In-depth understanding of the products or services being sold, enabling effective consultations and value-based selling.

Persuasion & Influence: Ability to persuade customers and address objections, leading them to make purchasing decisions.

Skills:

Sales Target Achievement: Focused on meeting and exceeding sales quotas and KPIs, with a track record of consistently achieving or surpassing goals.

Market Research & Prospecting: Skilled at identifying new business opportunities, conducting market research, and prospecting potential clients.

Problem-Solving: Quick to identify challenges or issues customers face and find appropriate solutions to meet their needs.

Adaptability & Flexibility: Comfortable working in a dynamic environment, adjusting strategies to suit changing market conditions or customer demands.

Time Management: Effective at managing time to handle multiple clients, meetings, and tasks while staying organized and focused on sales objectives.

CRM Software Proficiency: Familiarity with customer relationship management tools (e.g., Salesforce, HubSpot) to track leads, sales, and follow-ups.

Cultural Awareness & Sensitivity: Understanding and respect for cultural differences, especially important when working with international or offshore clients.

Team Collaboration: Ability to work effectively within a sales team, sharing insights and strategies to drive collective success.

Closing Skills: Expertise in closing sales efficiently, guiding clients through the final steps of the sales process and ensuring all terms are clearly understood.

Resilience & Persistence: Ability to handle rejection and remain motivated, maintaining a positive attitude even during challenging sales cycles.

References:

- **Name: En. Jamal AlZainty**

Direct site manager

Contacts can be provided upon request.

- **Name: Batool Saadeh**

Direct line manager at Webhelp + Concentrix

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