

# Iman Nasser

📍 Youngstown, Ohio, United States ✉ nasseriman33@gmail.com 📞 3306104369

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## EXPERIENCE

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### Car Salesman

Family Car Dealership

January 2016 – March 2024, Ohio

• Responsibilities:

- **Inventory Management:** Assisted in maintaining inventory records, tracking vehicle shipments, and ensuring proper storage and organization of vehicles on the lot.
- **Customer Service:** Interacted with customers, addressing inquiries, providing vehicle information, and facilitating test drives to enhance the overall customer experience.
- **Administrative Support:** Provided administrative assistance such as managing paperwork, processing sales transactions, and maintaining accurate records.
- **Sales Assistance:** Supported the sales team by preparing sales documents, assisting in negotiations, and ensuring smooth sales processes for both new and pre-owned vehicles.
- **Team Collaboration:** Collaborated with various departments, including sales, finance, and service, to streamline operations and ensure seamless customer service delivery.
- **Problem Solving:** Assisted in resolving customer issues, addressing concerns, and finding solutions to meet customer needs and maintain satisfaction.
- **Event Coordination:** Participated in dealership events and promotions, assisting in organizing and executing marketing initiatives to drive sales and customer engagement.
- This role provided me with invaluable experience in dealership operations, customer service, and team collaboration within a family-oriented business environment.

### Sales Consultant

Voopoo Commerce

March 2020 – March 2022, Youngstown, Ohio

- provided expert advice to clients regarding products or services offered by the company. I analyzed clients needs, offered customized solutions, and guided them through the sales process. As a Sales consultant I often possessed deep product knowledge and excelled at building rapport with clients to drive sales.

### Outside Sales Representative

AcmeFog Commerce

May 2018 – February 2020, Los Angeles

- traveling to meet with potential clients, understanding their needs, demonstrating products or services, and closing sales deals. Key responsibilities include prospecting, building and maintaining client relationships, and achieving sales targets.
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## COURSEWORK

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### SPIN Selling Certification

online • 2017 • Sales

- Offered by: Huthwaite International
  - Description: Based on the groundbreaking SPIN Selling methodology developed by Neil Rackham, this certification teaches the SPIN (Situation, Problem, Implication, Need-payoff) technique for effective sales questioning and problem-solving.
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## SKILLS

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- **Customer Relationship Management (CRM) Software:** Proficiency in using CRM platforms such as Salesforce, HubSpot, or Zoho to manage customer information, track sales activities, and analyze data for strategic decision-making.
- **Microsoft Office Suite:** Familiarity with Microsoft Excel for creating and managing sales reports, tracking leads, analyzing data, and forecasting sales trends. Additionally, proficiency in Microsoft Outlook for managing emails and scheduling appointments.
- **Sales Presentation Tools:** Ability to use tools like Microsoft PowerPoint or Google Slides to create compelling sales presentations, demos, and proposals to effectively communicate product/service offerings to potential clients.
- **Mobile Sales Apps:** Experience with mobile sales applications that enable on-the-go access to customer data, sales collateral, and communication tools, facilitating efficient sales activities while in the field.
- **Social Selling Platforms:** Knowledge of social media platforms such as LinkedIn, Twitter, and Facebook for prospecting, networking, and engaging with potential clients to build relationships and generate leads.
- **Data Analysis:** Basic understanding of data analysis tools or techniques to interpret sales metrics, identify trends, and make data-driven decisions to optimize sales strategies and improve performance.
- **E-commerce Platforms:** Familiarity with e-commerce platforms and online sales tools, if relevant to the industry, to facilitate online sales transactions and manage digital storefronts effectively.
- **Document Management Systems:** Proficiency in document management systems such as Google Drive, Dropbox, or SharePoint for organizing, sharing, and accessing sales-related documents and collateral while on the go.
- **VoIP and Video Conferencing:** Experience with Voice over Internet Protocol (VoIP) systems and video conferencing tools like Zoom or Skype for conducting remote sales meetings, product demonstrations, and virtual presentations.
- **Email Marketing Tools:** Understanding of email marketing platforms like Mailchimp or Constant Contact for creating and managing email campaigns, nurturing leads, and maintaining communication with prospects and clients.