

Contact

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(LinkedIn)

Top Skills

Business Analysis

SharePoint

Microsoft Dynamic CRM 2011
Certified

Languages

English (Limited Working)

Turkish (Elementary)

Certifications

Microsoft Dynamics CRM 2011
Customization and Configuration.

IT Expert - Grade 3

ITIL Version3 Foundation
Examination

Certified Management Consultant
(CMC)

Microsoft Dynamics CRM 2011
Installation and Deployment.

Honors-Awards

Elite Trainer

Publications

The Failure of ERP Projects in Iran

Provide an integrated model
to assess the readiness of
organizations to implement a data
warehouse system using hierarchical
analysis

Customer loyalty and e-banking

Human capital motivation and the
concept of open innovation

Narges Mofidi CMC®

BRM at TOSAN (Banking and Payment Solutions Provider)
Tehran

Summary

I enjoy the first engagement I have with a prospect as it gives me the opportunity to get to know them, not just as a customer but as a person outside of work, i love challenges to building trust and confidence.

I'm a Service focused sales advisor with passion and drive to uncover customers issues and my key skills are listening more than talking and offering solutions that overcome issues and meet their needs.

I've got over 3 years' experience in sales and consider myself to have a hunter mentality and a confidence to gather and hone my own leads. I am flexible with working in different bank services selling sectors and always open to learning new sales techniques and methods.

Some of my successes have included increasing a major annual sale in 2 of famous Private sector banks.

What can I bring to your business? Sense of humor, Patient, tenacity and professionalism, increased customer retention and revenue.

When I'm not working I spend time Gold Smiting, collecting and learning about Gems to add to my personal collections. I also love to spend time with my family/friends. i love to hang out with and dedicate precious hours to their lives and our personal developments.

Experience

TOSAN (Banking and Payment Solutions Provider)

9 years 4 months

Business Banking Relationship Manager

July 2019 - Present (3 years)

Tehran County, Tehran, Iran

Strategy and organizational development Specialist

April 2014 - July 2019 (5 years 4 months)

Tehran Province, Iran

Tools Development Specialist

March 2013 - April 2014 (1 year 2 months)

Tehran - Iran

Working with MS SharePoint 2013 and MS CRM 2015

Kahkeshan Noor

Tools Development Specialist

December 2010 - February 2013 (2 years 3 months)

Tehran, Iran

Working with MS SharePoint 2010 and MS CRM 2011

Japan Tobacco International

Logistics and customer services administrator

September 2004 - June 2007 (2 years 10 months)

Tehran - Iran

Negotiation with suppliers and managing stock levels, delivery times and transportation costs.

Education

Shahid Beheshti University

Master of Science (M.S.), Information Technology Management · (2013 - 2015)

Allame Mohades Noori university

Bachelor of Science (BS), Computer Hardware Engineering · (2006 - 2010)

University of Science and Culture

Associate's degree, Computer Software Technology/

Technician · (2002 - 2004)