

Mohamed Abdelaziz Ahmed

Sales & Marketing Manager

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Profile Summary:

Dynamic sales and marketing director with extensive experience leading high-performing teams and driving avenue growth. Adept in account management, B2B sales, and effective time management. Skilled in communication, negotiation, and delivering exceptional customer service. Proven track record of closing deals, training, mentoring teams, and multitasking effectively. Passionate about achieving organizational goals and delivering outstanding results.

Objective:

Seeking a challenging role as a sales, marketing, or customer service manager/team leader to utilize my creativity, project management, call center, and customer service management skills.

Experience & Employment History:

Customer Service Ambassador at Tabby, Remote, Egypt.

December, 2024 - Present.

- Developed customer service scripts to ensure consistent customer service across all channels.
- Implemented a customer service survey that identified customer service issues and allowed for quick resolutions of customer complaints.
- Analyzed customer service data to identify and address issues resulting in improved customer experience.
- Used CRM software and technical tools to achieve all duties accurately.

Sales & Marketing Director at AGPR, Alexandria, Egypt.

June 2016 - October 2024

- Managed a team of sales and marketing professionals to meet and exceed sales and marketing targets successfully.
- Generated new leads using networking, called-calling, and other sales and marketing techniques.
- Mentored and collaborated with sales and marketing teams to improve content marketing and cross-promotional initiatives.
- Created and developed marketing campaigns and sales strategies resulting in improvements in sales achievements.

Sales Team Leader at Mresco Egypt, Alexandria, Egypt.

September, 2009 - May, 2016

- Built a high-performing team through recruitment, training, and performance management resulting in a reduction of turnover, and avenue growth.
- Developed a sales strategy and training programs that increased performance and achievements year-over-year.
- Established and maintained long-term relationships with key customers, and new potentials that led to increased brand loyalty.
- Supported the team to improve closing ratios and negotiated contracts with customers effectively.
- Collaborated with marketing and participated in developing effective promotional and content materials to support sales performance and activities.
- Used all CRM and technical tools to analyze sales data and insights to report to higher management and decision-making to well drive sales performance.

Retail Banking Direct Sales at IBS Outsourcing, Alexandria, Egypt.

September, 2007 - July, 2009

- Utilized sales strategies and communication techniques to build customer relationships through all channels.
- Negotiated deals and contract clauses resulting in increasing closing ratios.

Internships:

Sales Indoor at LA POIRE, Alexanria, Egypt.

2003 - 2007

Volunteer Actor and Writer at Faculty of Arts, Alexandria University, Egypt.

2002 - 2007

Volunteer Actor and Writer at Ministry of Culture Association, Alexandria, Egypt.

2002 - 2010

Education:

Licentiate Degree, Faculty of Arts, Alexandria University, Egypt.

September, 2002 - May, 2007

Skills:

- Adaptability and time management.
- Soft and negotiation skills.
- Leadership and mentoring.
- CRM utilizing experience.
- Ability to work and manage all sales, marketing, and customer service channels.

Languages:

Arabic: Mother Tongue - English: B2