

# AHMED M. HASSANEN SOLIMAN

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## OBJECTIVE

To obtain a marketing role that will allow me to achieve my sales goals and continued learning in this field. Seeking a marketing manager role that will utilize my leadership skills to grow a company that will exceed expectations and sales goals.

## SAMMARY

**Dedicated customer service Manager with 10+ years of experience** in service after sale consistently achieve record-high customer satisfaction rankings, improvements to the bottom line and turnaround of underperforming operations.

**A leader with strong project management and organizational skills, proven ability to improve productivity and enhance quality**

**Respected builder and leader of customer-focused teams;** instill a shared, enthusiastic commitment to customer service as a key driver of company goal attainment. Lead by example and ensure the execution of all safety, security, quality and store operations policies.

## EXPERIENCE

### Export & Import manager Ethmar Green for Agriculture development 8/2021 – Present

#### Responsibilities:

- determine and select the potential markets using the trade map platform.
- preparing company profile and products catalog, pricing, and all required documentation.
- Consultation with clients regarding insurance, duties, and taxes.
- Monitoring of the shipments to ensure compliance with regulations.
- Maintain customer relations and participation in the organization's sales activities
- Assessment of new marketing and sales opportunities as well as presentation of those estimations to the respective management
- Ensuring the efficiency and effectiveness of the exports

### Export & Import manager Altahhan Golden Dates 12/2016 - 6/2021

#### Responsibilities

- Consultation of the clients regarding insurances, duties and taxes
- Monitoring of the shipments to ensure the compliance of regulations
- Maintain of customer relations and participation in the organization's sales activities
- Assessment of new marketing and sales opportunities as well as presentation of those estimations to the respective managements
- Ensuring the efficiency and effectiveness of imports and exports

### Marketing manager Altahhan Golden Date 12/2015 -11/2016

#### Responsibilities:

- Open and manage Events, Exhibitions, Campaigns
- Sales and Market Strategies (IR, OR)
- Adjusting Dealer Targets depends on Market situation and country Target
- Digital marketing strategies & Target

**CE- Field Marketing Manager Samsung (Smart sense Agency) 12/2014- 11/2015**

**Responsibilities:**

- Excellent relationships with the biggest dealers in Egyptian Market
- Following up Dealers Target and make sure it's achieved. (Monthly & quarterly)
- Adjusting Dealer Targets depends on Market situation and country Target.
- Following up Dealer incentives and make sure it's delivered.
- Making sure smooth ordering process between dealers and Distys, and push Distys if any late.
- Managing sell Out-Sell through for more than 4500 shops through Egypt.
- Monitoring Sell/Through- and sell/out to make sure smooth follow.
- Pre-Order Booking for Tablet and the new Models Ex. S7, S6, A5, etc.
- Solve Dealer Complains and any issue that may affect Samsung Business.
- Managing the field Team which consists of more than 200 employees (Merchandisers, Supervisors, Trainers, Area Managers). To achieve Samsung target.
- Creating the Weekly and Monthly reports that reflect the Market situation
- Monitoring VOM (Voice of Marketing) Report that reflect the competitor activity and discuss it with Samsung Top Managements in Weekly meetings
- Monitoring competitor's activity and Market Share reporting.
- Collecting sell out on weekly/Monthly bases and report it to Samsung to ensure Maximum efficiency. And put the Market Plans.
- At all the time have strong financial control
- Guiding management team to ensure smooth work follow at all the time.

**HHP-Area Supervisor Smart Sense Samsung Agency 02/2012- 12/2014**

**Responsibilities:**

- Follow up Dealer incentives and make sure it's delivered
- Making sure that all orders are delivered to our dealers and push the Disty if any late
- Manage sell Out-Sell in for more than 400 shops through East-Cairo region
- Pre-Order Booking for Tablet and the new Models Ex. S5, Note5, S6+
- Solve Dealer Complains and any issue that may affect Samsung Business
- Managing a Field Team of 6 Merchandisers,
- Creating Weekly and Monthly reports that reflect the Market situation
- Creating VOM (Voice of Marketing) Report that reflect the competitor activity and discuss it with Samsung Area Managements in Weekly meetings
- Monitoring competitor's activity and Market Share and reporting. .
- Collecting sell out on weekly bases and report it to ensure Maximum efficiency.

**Customer Service Manager**

**ITSALAT INT.GH**

**07/2008–2012**

**Responsibilities:**

- Plan and manage the delivery of technical and after-sales services for customers.
- Manage technicians and engineers to perform quality hardware and software repair and maintenance according to supplier specifications.
- Manage all mobiles under warranty, including the supporting information systems.
- Manage non-warranty repairs, optimizing and grow service revenues and profits.
- Manage the central and regional service points and branches.
- Tracking and oversee the main center and all branches reports and preparing the monthly P&L report.
- Tracking the supplier requirements and KPI's.
- Tracking new and latest technologies and new mobile models to order the required tools and parts for the new models; undergo periodic training according to supplier requirements.
- Managing and handling customer complaints and feedback.

- Direct and oversee the flow and logistics or repairs, including swap units, repairs sent to suppliers and returned units; including reporting of the complete logistics process.
- Set customer service strategies in line with supplier service requirements and policies.
- Direct and oversee warranty pools and budget and prepare statement.
- Pricing the spare parts and preparing the end user and whole sales price lists.
- Hire, train and develop customer services staff; optimize customer handling to achieve superior customer satisfaction.
- Maintain and monitor on a high standard of customer service and satisfaction

#### **Achievements:**

- Directed customer service complaint resolutions. Led group toward long-term improvement by prioritizing complaints
- Reduced staff turnover by 15% in 2010, benchmarking a record-setting improvement in staff retention due to the success of employee-development and morale-building programs.
- Introduced training programs that enhanced employee's performance and helped build a motivated workforce
- Elevated store's customer-satisfaction index from 86% to 92% within two years; ensured the swift resolution of customer issues to preserve customer loyalty while complying with company policies.

**Customer Service Supervisor      ITSALAT INT.GH      12/2005 –07/2008**

#### **Responsibilities:**

- Supervise and Follow-up all the actions and steps in the implementation of the repair process & customer's complaints through using the internal system.
- Prepare periodic reports for all service activities, including technician performance, repairing and testing activities, action taken and Customer Feedback.
- Recommends to the SVC Manager measures to develop the repairing methods, equipment, and quality of service to enhance the technician performance and customer satisfaction
- Ensure that all repairing actions standards for defected mobile devices including HW & SW operations within the Vendor allowed levels (1, 2 and 3) and i2 standards.
- Checking the validity of Software, Measurement equipment and tools to ensure clean, regulated tools and computers are ready at all times.
- Perform daily web search for updated software, new technologies, new products, repair hints, new equipment and tools to ensure all valid procedures are implemented & maintained.
- Supervising and checking the validity of Software, equipment measurements & tools to ensure clean, regulated tools and computers are ready at all times.

#### **Achievements:**

- Promoted to manager position to recruit, train and supervise 25+ customer service reps and technician.
- Restructured department to improve training system.
- Oversaw automation of records
- Streamlined documentation, which reduced shipping and ordering errors
- Spearheaded new tracking system; improved work flow by 20%

**Customer Service Rep      ITSALAT INT.EGYPT      03/ 2003 – 11/2005**

#### **Responsibilities:**

- Respond to the customer requirements and needs including: customer's complaints and suggestions received and delivered mobile devices under repairing conditions according to Supplier policies and i2 standards.

- Maintain and enter all customers' data including: mobile warranty, invoice, customer complaints, and suggestions, date received, date delivered, and repairing details through using the online system.
- Handling incoming calls and meetings with customers and scheduling the suitable date for receive and delivery of mobile devices and provide the customers with the cost of repairing
- Receiving the repaired mobiles from the workshop and complete all needed documentation before calling and delivering the devices to the customers in coordination with customer care supervisor.
- Maintain high level of customer relationship through phone calls and meetings to ensure customers satisfaction through the implementation of solid customer services techniques.
- Prepare the necessary information report to the Customer Care Supervisor including Customer Feedback, complaints and suggestions

## EDUCATION

Higher institute for optical technology      Cairo, Egypt

**B.Sc. of Computer Science      2002/2003**

### Certifications

**ICDL** (International Computer Driving Licence).

Nokia**Level1,2** Certification Training.

Nokia**Level3** Certification Training .

**CSR Workshop** Certification Training

### Attended General Courses

#### **2005- 2006**

- Technical User Mobile
- International Customer Care Management
- Quality Control
- International étiquette and Protocol. Alahram Adv. Agency
- ISO 9001... CDC academy
- ISO 14001 CDC academy
- Active membership in NOKIA academy
- SDLC Systems development life cycle (SDLC).
- Best employee i2 Egypt .2006... I2 Ghana 2012

## SKILLS

### Computer Skills

- Good Internet Surfing
- Professional in several searching engines.
- Professional in several internet explorers (IE, Netscape, Opera, Chrome).
- Microsoft Windows 9x, 2000, XP, vista, win7& 8.
- Microsoft Office 97,2003,2007,2010,2013 Package.
- Experienced in Laptop, PC's maintenance (Hardware).
- Experienced in networks' installation (Infrastructure, Design Secure).

- Experienced in IT resource field.
- professional in Android OS & Smart phones

### Technical Skills

- After repair Quality Control fault finder and Familiar with most Mobile testers (Go No-go Testers....).
- Level1,2 and 3 Nokia Workshop and Customer Care
- CDMA, GSM (GPRS, EADGE), WCDMA and 3G system concept
- Strong organizational skills.
- Problem solving skills.

### Customer Service skills

- Customer Service Management
- Complaint Handling & Resolution
- Customer Satisfaction Enhancement
- Sales & Margin Improvement
- Retail Operations Management

### Communication Skills

My LinkedIn profile: [gh.linkedin.com/in/Ahssanen](https://gh.linkedin.com/in/Ahssanen)

