



AHMED ELEMAM

KEY ACCOUNT EXECUTIVE

Contact

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RIYADH 

Career Objective

Hard-working professional with experience in consultative sales, customer loyalty, and contract negotiation & management. Frequently praised as proactive by peers, I can be relied upon to help your team achieve its goals.

Skills

- Business Development
- Revenue Generation
- Service Optimization
- Client Meetings
- Account Management
- New Business Opportunities

Experience

KEY ACCOUNT EXECUTIVE

Feb 2023 - Present

ADVANCE CLEANING COMPANY (ECO CLEAN) — RIYADH, KSA

- Used knowledge of company products and services to recommend solutions to customers.
- Organized high-level meetings with clients to discuss strategic objectives and long-term goals.
- Compiled reports on account progress, goals, and forecasts for account teams and stakeholders.
- Provided product information to customers and aligned products with customer needs to boost satisfaction.
- Led development of account plan to maximize profitability, revenue growth and market share.
- Built and established strong relationships with customers, enabling long-term partnerships.
- Utilized data analysis techniques to identify sales opportunities and drive revenue growth.

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Mar 2019 - Jan 2023

ENGINEERING EQUIPMENT COMPANY — CAIRO, EGYPT

- Daily field visits to all Account outlets to ensure product availability & enhance service quality.
- Achieve sales Department objectives.
- Conduct training sessions to the Account sales staff to enhance their product knowledge on regular basis.
- Report all competitive & market activities.
- Manage all Account logistics & financial issues.
- Achieve the distribution objectives (Stock availabilities – visibility – coverage) per each account. - Reporting in daily basis with the market feedback about competition tactical moves and prices of the whole delta region to the HOD

SALES EXECUTIVE

May 2015 - Jan 2019

UNIVERSAL GROUP — CAIRO

- Developed strong relationships with clients to grow business networks.
- Built multiple customer relationships and cultivated long-term partnerships.
- Generated leads and followed up on customer inquiries.
- Resolved customer complaints in a timely manner while providing excellent customer service.
- Followed up with customers after sales to gain feedback.
- Built and established strong relationships with customers, enabling long-term partnerships.
- Negotiated and closed deals with vendors and company partners.
- Arranged in-person meetings and visited with clients to improve success of sales pitches.
- Analyzed sales data to identify trends in customer preferences and buying habits.
- Stayed current on customer trends and requirements.

CUSTOMER SERVICE REPRESENTATIVE

May 2011 - Jan 2015

AMRICANA — DUBAI, UAE

- Maintained a high level of professionalism when dealing with difficult customers.
- Handled customer complaints and inquiries in a courteous and efficient manner.
- Provided exceptional customer service to ensure customer satisfaction.
- Resolved customer complaints promptly and efficiently.
- Handled escalated calls professionally by listening carefully to the needs of each individual customer before offering appropriate solutions.
- Developed strong customer relationships and loyalty through effective communication.
- Responded to telephone inquiries and complaints following standard operating procedures.

SALES EXECUTIVE

Jan 2008 - Apr 2011

KIRBY — DUBAI, UAE

- Developed strong relationships with clients to grow business networks.
- Built multiple customer relationships and cultivated long-term partnerships.
- Generated leads and followed up on customer inquiries.
- Provided product information to customers and aligned products with customer needs to boost satisfaction.
- Addressed customer questions and concerns regarding prices and product use.

KEY ACCOUNT EXECUTIVE

ADVANCE CLEANING COMPANY (ECO CLEAN) — RIYADH, KSA

Education

FACULTY OF LAW IN LAW

May 07 | NEW SCHOOL CAIRO — CAIRO

Additional Information

Driving License: EGY : UAE : KSA