



# Alaa Elawadi

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## Summary:

Qualified Multi experience personnel with almost 5 years as ERP consultant/ Account Manager and about 3 years as sales representative and marketing. Tech savvy and interest about marketing and customer interaction, Seeking for new challenging opportunity.

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## Professional Experience:

### **ERP consultant/ Account Manager**, GHANTOOT GROUP (03/2016 - 08/2020)

- Coordinate with sales team to identify market potential clients.
- Maintain Current and prospective client's database in order to prepare for calls and meetings.
- Attend presales meeting in order to establish a relationship with clients and increase deal probability.
- Collect & organize required data from key users and stakeholders for each module.
- Implemented Oracle Fusion ERP coordinating with stakeholder and management.
- Responsible for ERP demos, training and workshops.
- Daily follow up with current clients thru different contact channels to ensure their satisfaction and provide advises to improve business process.
- Regular meetings and briefing with my teams in order to ensure harmonic workflow to deliver maximum satisfaction for clients and increase loyalty.
- Being Company interface and the connection point between clients and technical team.
- Provide full support to the clients technically and functionally in coordination with internal team.

### **Projects Control Office Manager**, GHANTOOT GROUP (08/2014 – 03/2016)

- Creating budget and resources plan for new projects.
- Coordinate with projects site teams and project managers to capture work progress.
- Preparing reports related to department and projects.

### **Sales Representative & Marketing officer**, TIBAROSE HOTELS AND RESORT (EGYPT) (12/2012 – 12/2013)

- Responsible for implement and develop marketing plan based on monthly analysis.
- Establish a strong relationship with current and potential customers and promoting available packages personally and over communication channels to attract new customers.
- Follow up with customers to assure their satisfaction and improve if any complaints.

## **Projects:**

Freelancer Digital Marketing (01/2020 – Present)

- Analyze the data and customer requirements to design effective plan (SEO, SME, Campaigns, etc...).
- Implementing the plan within provided deadline.
- Keep following up the performance and update the work plan if required.
- Manage Customer business across all online platforms.

## **Volunteer experience:**

- Event Organizer with Abu Dhabi Sport Council in FIFA Football world cup for clubs.
  - Event Organizer with Charity organization for food distribution.
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## **Education:**

**BACHELOR OF BUSINESS ADMINISTRATION (B.B.A.)**, University of the District of Columbia (CAIRO)-2012

## **Certificates & Courses:**

- Fundamentals of digital marketing from Google.
- HR Management Diploma.
- Principle of Banking from EBI.
- Search Engine Optimization.

## **Skills:**

- Client Management.
- Problem Solver.
- Team Leader.
- Creativity.
- Analytical.
- Customer Service.
- Teach Savvy.
- Excellent Software skills.

## **Languages:**

- Arabic (Mother Tongue).
- English (Proficient).