

SUMMARY

A proven track record in sales and business development within the technology sector, demonstrating a commitment to exceeding targets and fostering strong client relationships. Enthusiastic about leveraging strategic insights to identify new opportunities. A deep understanding of market dynamics in KSA, coupled with effective communication skills, underscores a readiness to contribute meaningfully to organizational success and client satisfaction.

EXPERIENCE

Business Development Manager at Osimah Digital

Osimah Digital Co

03/2023 - 10/2023 Co., Riyadh

- Enhanced client retention by 20% by implementing a CRM for IT services, focusing on web and app development.
- Achieved a 20% increase in lead conversion rates through targeted strategies for web/app development, UI/UX design, and Liferay services.
- Built strong relationships with global partners like Webtown & Crafton, selling web/app development services.
- Increased lead conversion by 10% using Sales Navigator for targeted leads.
- Networked at conferences and exhibitions to generate leads and promote web/app development, UI/UX, and Liferay services.
- Conducted market analysis to guide strategic planning, especially for web/app development services.
- Sold web and app development services, enhancing client digital presence.
- Drove digital transformation initiatives with Liferay expertise.

Business Development Manager

Smarwish

06/2022 - 01/2023 Amman

- Increased revenue by 20% by expanding pipeline of 100 leads.
- Pioneered the discovery and development of new markets, resulting in enhanced sales performance and market penetration.
- Successfully expanded a dynamic pipeline of prospects, consistently meeting both short and long-term revenue targets.
- Pioneered the discovery and development of new markets, resulting in enhanced sales performance and market penetration.
- Orchestrated impactful social media and marketing campaigns leveraging platforms like FB Meta, fostering engagement, and promptly addressing customer inquiries, thereby enhancing brand reputation and customer satisfaction

Customer Service Agent

Amazon

10/2019 - 09/2021 Amman

- Resolved 90% of customer issues promptly, increasing customer satisfaction and maintaining brand reputation.
- Provide comprehensive and knowledgeable information and service to customers regarding retail and marketplace products and services to maintain positive customer satisfaction levels.
- Worked well independently and on a team to solve problems.

KEY ACHIEVEMENTS

- Onboarded 8 Projects in 6 Months**
Expanded pipeline wining 8 projects in six months selling OXblue solutions.
- Boosted Social Media Engagement**
Implemented marketing strategies that boosted social media engagement by 25%.
- Improved Lead Generation 20%**
Optimized lead generation using Sales Navigator, resulting in a 20% increase in qualified leads.

LANGUAGES

- Arabic**
Native
- English**
Proficient

SKILLS

- Business Development**
- Competitor Analysis** **Business Acumen**
- Negotiations** **Liferay**
- Market Research** **Microsoft Office**
- UI/UX**

STRENGTHS

- Sales growth expertise**
Skilled in driving sales growth and market expansion.
- Strong relationship builder**
Expert in forming solid partnerships for mutual success.
- Effective communication**
Clear and effective communicator with global partners.
- Strategic insights provider**
Proficient in comprehensive industry research and analysis.

EXPERIENCE

Account Manager

VTel

📅 12/2017 - 01/2019 📍 Amman

- Meeting 90% Sales Goals, Rules & Policies Selling to Customer Needs.
- Closes sales by building rapport with potential accounts.
- Expands sales in existing accounts.
- Contributes information to market strategy by monitoring competitive products and reactions from accounts.
- Accomplishes marketing and organization mission by completing related results as needed.
- Utilized excellent transcription skills to record meeting details and initiatives.
- Brought forth excellent time management and multitasking skills.

Sales Manager

Cleo Petra Technology

📅 07/2015 - 07/2016 📍 Doha

- Achieved sales growth of 40% by implementing targeted strategies.
- Maintained strong supplier relationships with Oxblue, Samsung Techwin, Hikvision, Axis, Bosch, and Pelco, ensuring efficient procurement and supply chain management.
- Managed pre-sales team to improve proposal quality and alignment with client needs.
- Conducted market research and competitor analysis for strategic decision-making.
- Expanded sales network through customer relationship cultivation.

Sales Manager

Emar Intl. Low Current

📅 09/2010 - 02/2013 📍 Doha

Sales Manager

Emar Intl. Low Current

📅 09/2010 - 02/2013 📍 Doha, Qatar

- Drove sales of Analog, IP, and management software products, providing both technical and installation support to end clients, achieving a 15% increase in customer satisfaction.
- Conducted daily sales calls and meetings with new clients, resulting in a 20% growth in client acquisition.
- Prepared and submitted new financial and technical quotes, maintaining 90% accuracy rate.
- Followed up on proposals, negotiating and closing deals, contributing to a 25% increase in revenue.

Sales Executive

Marriott Global Sales Office

📅 07/2009 - 07/2010 📍 Doha

- Managed major accounts in public and private sectors, contributing to a 20% growth in client retention.
- Expanded Marriott's market share by 15% and strengthened client relationships.
- Developed and maintained key client relationships, enhancing business partnerships and driving a 10% increase in revenue.
- Responded to client requests, achieving a 70% client satisfaction rate.
- Understood customer requirements and provided suitable solutions, resulting in a 10% increase in customer satisfaction.

EDUCATION

Computer Information Systems

Jordan University of Science and Technology

📅 10/2003 - 06/2008 📍 Irbid