

# AHMAD MANSOUR

Sales Manager | Sales Growth Expertise | Strategic Planning

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## 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 winning 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

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### 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.

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### 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.

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### Sales Manager

#### Emar Intl. Low Current

📅 09/2010 - 02/2013 📍 Doha

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### 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.

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### 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

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### Computer Information Systems

#### Jordan University of Science and Technology

📅 10/2003 - 06/2008 📍 Irbid