



Ahmed Elkhaldy

Sales Manager

MBA... In Progress

Major in: Strategic Planning

Contact

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Personal Information

Date of birth: 9th September 1985

Nationality: Egyptian

Marital status: Married

Language

- Good Command of Spoken Written English.

- Arabic Mother Tongue.

Summary

My experience in the field of sales over 15 years within different sectors taught me to manage teams with gender and cultural diversity and the ability through them to achieve the desired goals.

And I learned ways to deal with common stakeholders and manage effective communication with customers, employees and various departments within the work.

During my current position, I have proven my abilities to successfully lead the sales team, complete several jobs, implement projects, work on Startup businesses, opening new stores and market research for new opportunities.

My MBA studies helped me develop my knowledge in the field of business administration.

I seek to benefit from this experience and knowledge to develop business, exchange experiences, and achieve goals.

Experience

Sales Manager at Joyful Color Trading EST. Certified Agencies Group for Jazeera



Paint Factory

03/2019 to Until Now

- Analyze operational and financial data for profitability ratios and develop a growth strategy focused on both financial gain and customer satisfaction.
- Monitor local competitors.
- Increase revenue by implementing effective sales strategies, setting sales targets, and forecasting and developing annual sales.
- Develop ideas for promotional offers for exhibitions, measure their profitability rates, and follow up on achieving their goals in a way that does not conflict with the company's main interests.
- Assisting senior management in expansion or acquisition decisions.
- Training employees and helping team members develop their skills.
- Maintaining and updating ERP system information
- Researching and identifying new business opportunities - including new markets, growth areas, trends, customers, and services.
- Monitor and enhance the year over year ARPU Growth.
- Manage all controllable costs with a view to maintaining profitability.
- Work on inventory management and ensure that inventory is used effectively, while maintaining strong inventory data.
- Evaluate and analyze departmental budgets to find ways to reduce expenses and improve profits.
- Coordinating the movement of cars between showrooms and warehouses to provide goods and deliver goods to customers on time.
- Analyze sales reports, work on future forecasts, and raise inventory turnover.

Showroom Manager Al-Jazeera paints, Aug 2015 – Feb 2019

- Work to achieve sales targets by training and directing employees
- Manage all aspects of the showroom to ensure high standards in planning, merchandise display, advertising, sales promotion and product information to convey the desired image of the company.
- Work to follow up the entry and exit of merchandise within the FIFO system while maintaining appropriate stock levels, ensuring warehousing, to ensure maximum efficiency in achieving sales targets.
- Holding monthly meetings with other departments such as warehouses, accounts and human resources to ensure coordination between them and the exhibition.
- Collecting information about market, customer status and competitors and Preparing reports about it.



Area sales supervisor Alef Bookstores, March 2013 – May 2015

- Assist the line manager in assigning team members and training and evaluating them to ensure objectives are achieved.
- Creating sales methods that help the team increase sales.
- Analyze the sales of previous months and years and the purchasing power of the consumer the ability to make realistic future forecasting.
- Communicate with other exhibitions and warehouses for the process of exchanging slow-moving goods to ensure high inventory turnover.
- Find potential clients through web search or phone call.
- Monitor expenditures to meet agreed budget controls.
- Attending trade fairs to learn about new products and services.
- Ensure that promotions are accurate and marketed according to standards.
- Constantly reviewing slow-moving items, coordinating with warehouse and purchasing, and exchanging proposals for promotions.



Senior customer care JoVi Tronix , May 2011 to Feb. 2013

- Assisting with the development and implementation of service policies, and explaining these to staff and customers.
- Supervising the processes of receiving and replacing devices.
- Define customer service goals for team members and help them reach goals, oversee and evaluate their daily activities, and provide them with regular performance feedback.
- Collecting data and preparing the necessary monthly reports to ensure the highest satisfactory level of customer service.
- Identify opportunities to improve customer service procedures and make recommendations to the Customer Service Manager.
- Permanent follow-up and response to customer inquiries and complaints, fulfill their desires, hear customer feedback, and know their needs and opinions on the product or service.
- Use the necessary methods and strategies and train employees on them to provide a service to the client that enhances his loyalty and belonging.
- Follow-up to provide services and products to customers in a timely and correct manner to help enhance their loyalty to the company.

Computer skills:

Perfect command of Microsoft package (word, excel, power point, outlook).

Perfect use of internet applications and Market online research

Good Working in ERP System

Using different platform system like (Exapta, Span, Dolphin, SMACC)

Skill Highlights

- Complex Problem Solving
- Cognitive flexibility
- Strategic Planning
- Cost Reduction/Loss Control
- Arranging merchandise
- Stores operations
- Lead generation
- Inventory Management
- Self-development
- cash management
- Meeting Sales Goals
- Motivation
- Market research Knowledge
- Strong communication skills.
- dispute resolution
- organizational development
- active listening
- collaboration
- Cross-Functional Team leader
- Decision-Making
- Dependable
- Critical Thinking Skills
- Influencing and Leadership
- Delegation
- Teamwork
- Adaptability
- Business Negotiation
- Analyzing sales data.
- Hiring and recruiting
- Coaching

COURSES:

- Career management.
- Body language.
- Economy – political since and economy.
- Managing people.
- Emotional intelligence.
- Communication skills.
- Time management and Ice breaker
- Customer service professional.
- Basic and professional selling skills

Work Background

- Leading and delivering Key Performance Indicators (KPI's)
- The ability to think creatively solves problems, make decisions, and know how to learn.
- High level of intuitiveness and firmness.
- Detail-oriented
- Develop business strategies that will increase sales and improve profitability.
- Ability to work well under Pressure, initiative.
- Knowledge of productivity management and individual goals.
- Manage stock levels in stores - make key decisions about stock level and stock control.
- Strong influencing and communication skills

Sales Rep. & Branch Manager Itsalat International in Egypt. I 2,

Branch Manager, Feb. 2007 to April 2011



- Working to provide the greatest degree of efficiency in dealing with customers by creating a work environment for employees that helps in the spirit of teamwork with training, motivating and developing their performance.
- Achieving monthly and annual sales goals and achieving or exceeding the company's target profits.
- Coordination with the warehouse and exhibition for the availability of products.
- Responsible for daily accounting, cash handling and bank deposits.
- Share knowledge with other branches about effective practices and business opportunities.
- Contribute to forecasting and planning with the Retail Manager.
- Interact with clients on a regular basis to ensure their satisfaction and obtain helpful feedback.
- Adhere to high ethical standards, and comply with all regulations and laws.

Education

Bachelor of Foreign Trade, Advanced Academy, 2006.

Major: Foreign Trade.

IBAS the International Business Academy of Switzerland &
ATHE Awards for Training and Higher Education.

Degree Name Master of Business Administration **MBA – In Progress.**

Major in: Strategic Planning

Certification

Certified business professional in sales (CBP) Issued Jun 2018 No Expiration Date
Issuing authority International Business Training Association (IBTA), Credential
Identifier Credential ID AKSAPCN50827618886

Storage Methods in Warehouses Exhibitions: Issued Aug 2018 No Expiration Date
Issuing authority Jazeera Paints

References

References available on request