## Amr abdul-HAmeed Mohamed Aly

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amr.abdulhameed.ali@gmail.com

(050-014-9169)

Riyadh, 01

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[Amr Abdel-Hameed Al-Qadi | LinkedIn](https://www.linkedin.com/in/amr-abdel-hameed-al-qadi-4483a394/)

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#### *Skills*

* Service optimization
* Key account management
* High-impact proposal presentation
* Sales goals
* Account management
* Contract preparation
* Business planning
* Product sales
* Market strategy
* Territory management
* Extensive personal skills
* Strategic planning
* Strategic account development
* Coaching and mentoring

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#### *Education*

05/2006

Faculty of Foreign Trade, Helwan University

Cairo, Egypt

Bachelor’s Degree: Foreign Trade

***Personal Information***

### Professional Summary

Dynamic Key Account Manager with 15 years’ experience and a strong background playing a vital role in the development, management, growth and retention of key account for a wide range of organizations, Service-centric leader dedicated to fueling revenues, enhancing client experience and achieving top brand loyalty. Highly adept in performing within high-pressure and deadline-driven environments, driving full sales lifecycles with focus on territory expansion.

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### Work History

##### Hempel Paints, Saudi Arabia – Key Account Manager

Riyadh, Riyadh

04/2020 – Current

* Leveraged strategic planning to penetrate key accounts.
* Utilized CRM to track customer information and drive purchases of new products.
* Successfully convinced clients to purchase Hempel’s products and minimized loses to competitors and extended individual client investments.
* Secured high-value accounts through consultative selling, effective customer solutions and promoting compelling business opportunities.
* Elevated account management by predicting potential competitive threats and outlining proactive solutions.
* Boosted customer satisfaction by providing teams with training and skills to optimize service delivery in alignment with individual needs.
* Maintained responsibility of sales, contracts, negotiations and reporting for accounts worth over 40 Million SR.
* Consistently achieved top ranking in revenue and profit growth.

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##### Hempel Paints, Saudi Arabia – Projects Team Leader

Riyadh, Riyadh

04/2017 – 03/2020

* Developed and implemented performance improvement strategies and plans to promote continuous improvement.
* Prepared a variety of different written communications, reports and documents to ensure smooth operations.
* Handled day-to-day running of projects, ensuring high levels of productivity and progression.
* Used critical thinking to break down problems, evaluate solutions and make decisions.
* Maintained energy and enthusiasm in fast-paced environment.
* Received and processed stock into inventory management system.
* Handled about 30 calls and visits per week to address customer inquiries and concerns.
* Carried out day-day-day duties accurately and efficiently.
* Used coordination and planning skills to achieve results according to schedule.
* Managed quality assurance program, including on-site evaluations, internal audits and customer surveys.
* Served customers in a friendly, efficient manner following outlined steps of service.
* Worked flexible hours; night, weekend, and holiday shifts.
* Conducted research, gathered information from multiple sources and presented results.
* Created spreadsheets using Microsoft Excel for daily, weekly and monthly reporting.

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##### Hempel Paints, Saudi Arabia – Senior Key Account Executive

Riyadh, Riyadh

04/2016 – 03/2017

* Worked to develop network by identifying and pursuing new leads, attending industry events and building rapport with clients.
* Proactively managed client correspondence and recorded all tracking and communications.
* Branded products through effective salesmanship and maintained long-term relationships with clients.
* Identified prospect needs and developed appropriate responses along with information on suitable products and services.
* Demonstrated products and specific features at customer locations and special events.
* Maintained routine communication with clients to assess overall satisfaction, resolve complaints and promote new offerings.
* Produced remarkable sales and enhanced numbers by managing complete lifecycle from networking through ongoing account servicing.
* Supported customers continuously from sales process to product set-up and use.
* Used CRM to maintain company database with essential account and sales information.
* Used consultative sales approach to understand customer needs and recommend relevant offerings.
* Addressed each customers' needs and wants to recommend suitable product options.

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##### Hempel Paints, Saudi Arabia – Sales Supervisor

Riyadh, Riyadh

04/2015 – 03/2016

* Strengthened merchandising and promotional strategies to drive customer engagement and boost sales.
* Capitalized on sales development and performance optimization opportunities while controlling expenses and maintaining diverse customer base.
* Trained team members in successful strategies to meet operational and sales targets.
* Oversaw frequent store recoveries to keep sales floor organized and presentable.
* Established and optimized schedules to keep coverage and service in line with forecasted demands.
* Applied solid market knowledge and business operations expertise to strengthen processes and achieve continuous improvement targets.
* Exceeded sales goals and accomplished business objectives by inspiring staff and promoting target products.
* Effectively coached team members to reach weekly and monthly sales goals.
* Worked jointly with team members to assist with closing sales, cross-selling and upselling of products and services.
* Assessed sales reports to identify and enhance sales performance, support inventory oversight, and capitalize on emerging trends.
* Constructed displays and signs to promote specified products and sales promotions.

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##### Hempel Paints, Saudi Arabia – Senior Sales Executive

Jeddah, Makkah & Taif

07/2011 – 03/2015

* Facilitated relationships with target accounts through implementation of proven networking methods.
* Analyzed market trends in consumer industries to implement appropriate marketing and sales methods.
* Demonstrated products and features to customers, answered questions and overcame objections.
* Created prospect rapport by approaching leads and cultivating strong business relationships through sales.
* Employed effective problem-solving techniques, increasing client satisfaction ratings.
* Protected top-priority accounts by employing effective sales and marketing techniques.
* Utilized multiple marketing strategies to improve profitability.
* Managed digital marketing initiatives in accordance with consumer targets and needs.
* Managed full sales lifecycle for several mega accounts.
* Recognized and resolved compound problems that effected upper-level management and business initiatives.

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##### Al-Jazeera Company for Paints – Sales Executive

Jeddah, Makkah & Taif

03/2007 – 06/2011

* Facilitated relationships with target accounts through implementation of proven networking methods.
* Analyzed market trends in consumer industries to implement appropriate marketing and sales methods.
* Demonstrated products and features to customers, answered questions and overcame objections.
* Created prospect rapport by approaching leads and cultivating strong business relationships through sales.
* Employed effective problem-solving techniques, increasing client satisfaction ratings.
* Protected top-priority accounts by employing effective sales and marketing techniques.
* Utilized multiple marketing strategies to improve profitability.
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### Key Projects with Estimated Revenue

###### Hempel Paints, Saudi Arabia / Central Provision (Riyadh)

* National Guard Housing project at Riyadh, Jeddah& Dammam; for Al-Rawaf Co.

Estimated Value: 4.000.000 SR - Client: Ministry of Defense.

* Establishing the Military City project at Jizan; for Al-Joudah Co.

Estimated Value: 6.500.000 SR - Client: Ministry of Defense.

* Al-Dwadmi Limited Housing project; 525 villas for Al-Swailam Co.

(MASCO) Estimated Value: 6.500.000 SR - Client: Ministry of Housing.

* Health Faculties “Faculty of Medicine, Faculty of Nursing, Faculty of Dentistry, and Faculty of Pharmacy” for Jawdat Co.

Estimated Value: 2.500.000 SR - Client: Project Management of Al-Qaseem University.

* Teachers Housing Project of Al-Jouf University for Al-Fouzan Co.

Estimated Value: 1.500.000 SR - Client: Ministry of Higher Education.

* Teachers Housing Project of the Islamic University for Al-Swailam Co.

(MASCO) Estimated Value: 1.000.000 SR - Client: Ministry of Higher Education.

* Navy Housing Project for Al-Majal Al-Arabi Co.

Estimated Value: 2.000.000 SR - Client: Ministry of Defense.

* Al-Hayer Warehouses for Sarah Al-Ttaqnia Co.

Estimated Value: 1.500.000 SR- Client: Private Sector.

* Various Schools at different cities in the Saudi Kingdom for Suliman Al-Qudabi Co.

Estimated Value: 2.500.000 SR- Client: Ministry of Education.

* Officers Housing at Al-Khashm El-Aan for Al-Rawaf Co.

Estimated Value: 1.500.000 SR - Client: Ministry of Defense “National Guard”.

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***Al-Jazeera Paints / Western Provision (Jeddah, Makkah & Taif)***

March 2007 – June, 2011 Sales Executive

* Shemasi Harboring Center Project for Bin Laden Public Buildings Estimated Value: 20.000.000 SR - Client: Ministry of Finance.
* Menna Hospital “200 beds” for Seet Group for Constructions and Building Estimated Value: 700.000 SR - Client: The General Directorate of Heath Affairs in Makkah Region.
* Expansion of Al-Zaher General Hospital for Aalwi Al-Tounsi Co.

Estimated Value: 500.000 SR - Client: The General Directorate of Heath Affairs in Makkah Region.

* Implementation of the Health Hospitals in Menna for Majd Al-Bayan Est.

Estimated Value: 200.000 SR - Client: The General Directorate of Heath Affairs in Makkah Region.

* Expansion of King Faisal Specialized Hospital “500 beds” for Bin Sammar Co.

Estimated Value: 1.000.000 SR - Client: The General Directorate of Heath Affairs in Makkah Region.

* Implementation of the Technical Institution at Al-Eis for Al-Samman Co.

Estimated Value: 400.000 SR - Client: The General Organization for Technical Education and Vocational Training.

* Implementation of the Technical and Vocational Institution at Al-Hanakya for Al-Samman Co.

Estimated Value: 400.000 SR - Client: The General Organization for Technical Education and Vocational Training.

* Implementation of the Technical Training College for Al-Sommali Constuction Co.

Estimated Value: 600.000 SR - Client: The General Organization for Technical Education and Vocational Training.

* Implementation of the Engineering College at Al-Baha for Al-Jawda Co.

Estimated Value: 700.000 SR - Client: Ministry of Higher Education.

* Implementation of the Strategic Water Tanks at Al-Tayef for Sarah Al-Ttaqnia Co.

Estimated Value: 2.500.000 SR - Client: Ministry of Water and Electricity.

* Implementation of the Technical Training College at Al-Aflaj for Al-Samman Co.

Estimated Value: 1.000.000 SR - Client: The General Organization of Technical Education and Vocational Training.

* MOI Project with the following companies: “Meamar Co., Bin Laden Rbd., MidMak Co.” Estimated Value: 4.000.000 SR - Client: Ministry of Interior.

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