

Ahmed Mohamed Mahmoud

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HEAD TELLER | SALES REPRESENTATIVE

Accomplished head teller with expertise in financial processes and operations. Proficient in the entire spectrum of banking and teller responsibilities, excelling in optimizing branch workflows, increasing efficiency, and driving revenue growth. Expertise lies in tailoring banking solutions to meet unique customer needs, enabling the branch to achieve its strategic objectives. Track record includes successfully implementing intricate banking projects and exceeding customer service expectations. A reliable partner for translating complex financial requirements into impactful solutions. Unwavering commitment to excellence ensures that banking systems consistently align with organizational goals, promoting long-lasting business success.

KEY COMPETENCIES

- SAP SD Configuration
- Order-to-Cash (OTC) Process
- Pricing Procedures
- Sales Document Types
- Material Determination
- Credit Management
- Delivery Processing
- Output Determination
- Billing and Invoicing
- Negotiation Skills
- Sales Reporting
- Sales Forecasting
- Sales Presentations
- Territory Management
- Product Knowledge
- Sales Pipeline Management
- Market Research and Analysis
- Customer Relationship Management
- Transaction Processing
- Cash Handling
- Fraud Detection
- Balancing Accounts
- Problem-Solving
- Communication
- Adaptability
- Time Management
- Analytical Thinking

PROFESSIONAL EXPERIENCE

TRANS TEC FOR BUSINESS DEVELOPMENT SOLUTIONS

July 2022 – Dec 2022

JUNIOR TECHNICAL | FUNCTIONAL SAP SD CONSULTANT

- Possess a robust understanding of the end-to-end Order-to-Cash (OTC) sales process, encompassing Inquiries, Quotations, Orders, Deliveries, and Billing procedures, coupled with expertise in system configuration and diverse business scenarios.
- Demonstrate proficiency in managing OTC special processes, such as Consignment, Returns, Intercompany Operations, and seamless integration between SAP and third-party systems.
- Responsible for defining and maintaining critical master data elements, including Account Groups and the requisite organizational units within the Sales and Distribution function, ensuring their effective assignment.
- Proficiently configure various sales documents, encompassing Standard Orders, Credit Memo Requests, Debit Memo Requests, Rush Orders, Cash Sales, Returns, and Consignment Processes. Expertise in customizing Item Categories, Schedule Line Categories, and Requirement Types, and a comprehensive grasp of outline agreements and Available-to-Promise (ATP) functionality.
- Execute fundamental functions such as Material Determination, Free Goods Determination, Cross Selling, Partner Functions, Partner Determination, Pricing configuration, Account Assignment, Log of Incomplete Terms, Material Listing/Exclusion, as well as Output and Text determination.
- Expertise in Shipping Processing, including the definition of Delivery Document Types, Item Categories within Deliveries, and the establishment and assignment of Plant, Shipping Point, and storage location determinations.
- Proficient in pricing configuration, encompassing pricing procedures, condition management, and expertly handling the billing process, including document types, invoicing, and account determination procedures.

PHARMA OVERSEAS COMPANY
PHARMACEUTICAL SALES REPRESENTATIVE

July 2021 - June 2022

- Conducted on-site visits to assess customer requirements, present product offerings, and recommend tailored solutions for diverse needs.
- Identified growth opportunities and crafted compelling business proposals to introduce new products and features, while gaining proficiency in marketing segmentation strategies and optimizing product positioning, bundling, and pricing.
- Consistently surpassed challenging sales targets and quotas, demonstrating a results-oriented approach.
- Maintained a comprehensive understanding of industry dynamics, including emerging trends and product updates.
- Orchestrated and coordinated both in-office and field sales call activities to inform and persuade customers while effectively driving product sales.

THE EGYPTIAN COMPANY FOR EXCHANGE AND FINANCIAL BUSINESS
HEAD TELLER

AUG 2010 - MAY 2021

- Conducted financial transactions, including deposits, withdrawals, and currency exchanges for customers.
- Accurately balanced and reconciled cash drawers at the beginning and end of each shift.
- Assisted customers with account inquiries, providing information on balances and transaction history.
- Processed check cashing, money orders, and other financial instruments in compliance with company policies.
- Upheld strict security and compliance standards to safeguard customer transactions and prevent fraud.
- Offered excellent customer service, addressing inquiries and resolving issues promptly and professionally.
- Collaborated with team members to ensure smooth and efficient branch operations.
- Maintained up-to-date knowledge of company products and services to provide informed assistance to customers.
- Executed routine administrative tasks, including record-keeping and documentation of transactions.

EDUCATION

- **Bachelor of Commerce** | Accounting | Sohag University | Egypt | 2008

COURSES

- **SAP Sales and Distribution** | Jupiter
- **English Course** | Berlitz

LANGUAGES

- **Arabic:** Native
- **English:** Good

PERSONAL DATA

Date of Birth: 16th June.1987.

Marital Status: Married.

Nationality: Egyptian.

Military Status: Exempted.
