



MOSTAHA ABDELGHANY

business development executive - WPS

24th Jun 1987

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OBJECTIVE

Achieving growth and hitting sales targets by successfully managing the sales team & Designing and implementing a strategic sales plan that expands company's customer base and ensure it's strong presence. Managing recruiting, objectives setting, coaching and performance monitoring of sales representatives.

SKILLS

Product knowledge

SALES & MARKETING

NETWORK SKILLS

Interpersonal skills

COMMUNICATION SKILLS

MICROSOFT OFFICE

Social Media



EDUCATION

BANI SWIF UNIVERSITY,
B.C OF LAWS

MAY 2005 - JUNE 2009

Elkharafy Academy grant



WORK EXPERIENCE

ALFARDAN EXCHANGE

MAR 2022 - NOW

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Achieve revenue and number-wise targets for the assigned area.
Acquire new customers from the assigned market and retain the existing customers.
Plan and participate in (Pay time) campsite and store-centric conversion activities to drive maximum transactions and identify the new camps to target the same.
Planning and coordinating the retail activities for the assigned stores in consultation with store's Team Leader and line manager.

REACH FACILITY MANAGEMENT

NOV 2020 - FEB 2022

SALES MANAGER

Achieve growth and hit sales targets by successfully managing the sales team.
Design and implement a strategic business plan that expands company's customer base and ensure it's strong presence.
Own recruiting, objectives setting, coaching and performance monitoring of sales representatives.
Build and promote strong, long-lasting customer relationships by partnering with them and understanding their needs.
Present sales, revenue and expenses reports and realistic forecasts to the management team.
Identify emerging markets and market shifts while being fully aware of new products and competition status.

AL AHLI DRIVING CENTER

JAN 2017 - OCT 2020

HEAD OF RETAIL (SALES MANAGER)

- Exceeded regional annual sales target by 50%
- Increased revenue by 45% within first year as Sales Manager
- Supervised sales force of sales associates
- Planned and directed staff training and performance evaluations
- Promptly resolved all customer requests, questions, and complaints
- Attended sales training camp and brought best practices leadership back to company
- Developed comprehensive training program for new sales associates
- Hired 15 sales representatives over 2 period
- Created and launched new online marketing strategies that resulted in 40% sales increase
- Trained all incoming sales team members
- Built relationships with customers and community to establish long-term business growth
- Increased regional market share by 50 % within 16 months
- Developed quarterly and annual sales department budgets
- Supported sales team in writing proposals and closing contracts
- Approved all sales staff budget expenditures
- Maintained knowledge of current sales and promotions, policies regarding payment and exchanges, and security practices
- Wrote sales contracts for orders obtained and submitted orders for processing

NOOR TELECOM - CAIRO

JAN 2014 - JUN 2016

SALES MANAGER

Analytics

Writing proposal

Email Marketing

Deal strategy.

Time management.

Training and coaching.

Creating sales plans and processes.

Forecasting sales and creating reports.

Strong leadership.

Emotional Intelligence.

Active Listening Skills.

Adaptability.

LANGUAGES

- ARABIC (mother tongue)
- English (fluent)
- France (very good)

- Attended monthly sales meetings and quarterly sales training
- Exceeded team sales goals by 38%
- Wrote sales contracts for orders obtained and submitted orders for processing
- Maintained knowledge of current sales and promotions, policies regarding payment and exchanges, and security practices
- Met existing customers to review current services and expand sales opportunities
- Negotiated prices, terms of sales and service agreements
- Increased sales volume by adding 4500 new customer in Head office, branches territory
- Prospected and conducted face-to-face sales calls with business executives and directors throughout assigned territory

TE DATA - CAIRO

JUL 2012 - DEC 2013

Customer Service Supervisor (TEAM LEADER)

- Conducted performance reviews for all Customer Service Representatives to reduce resolution time and improve customer satisfaction rates
- Analyses call volume and average call time to monitor Customer Service Representative Performance and productivity
- Competent on customer service management systems and databases
- Accurately documented, researched and resolved customer service issues
- Provided incentive to increase productivity by offering employees awards for best customer service.
- Addressed and resolved customer product complaints empathetically and professionally

ECIT FOR INTERNET TECHNOLOGY - CAIRO

OCT 2010 - JUN 2012

SALES EXECUTIVE

- Consulted with clients after sales and contract signings to resolve problems and provide ongoing support
- Exceeded team sales goals by 30% in four months generating revenue
- Consistently exceeded monthly sales quotas by more than 35% by pursuing leads and expanding prospect list
- Organized joint sales calls with current customers and outside vendors
- Created sales contacts with on- and off-premises accounts
- Built client relationships by acting as liaison between customer service and sales teams



CERTIFICATIONS

INTERNATIONAL COMPUTER DRIVING LICENSE

2014

SAP

2016



HONORS & AWARDS

BREAK THE HIGHEST SALES RECORD WITH MY TEAM IN TE DATA

JUN 2013

EMPLOYEE OF THE MONTH IN ALAHLI.

OCT 2018

THE HIGHEST NUMBER OF CORPORATE REGISTRATION IN OUR COMPANY FOR THE YEAR .

2023



ADDITIONAL INFORMATION

HAVE UAE DRIVING LICENSE AND MY OWN CAR HYUNDAI ELENTRA 2020.