



Ahmed Adel

Key Account Manager

📍 Dubai - United Arab Emirates

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Languages

Arabic

English

About

BRANDS WORKED WITH

Itc

Oman Trading Establishment (Ote Group)

Teltonika lot Group (Mena Office)

Experience

● B2B Account Manager

Teltonika lot Group (Mena Office) | Sep 2021 - Now

B2B Account Manager Responsibilities:

- Accurate forecasting and revenue generation against strategic focusses and key data-driven opportunities.
- Strong emphasis on structured sales planning and delivery.
- Researching, qualifying and cold calling partners at top tier law firms in order to open, negotiate and close deals.
- Developing relationships with existing and new clients to increase portfolio revenues.
- Weekly sales reporting and pipeline forecasting with ongoing CRM management.
- Attending conferences and conducting face-to-face meetings in order to promote the brand, make new contacts and encourage participation.

● Auto service Key Account Manager and Key user

Oman Trading Establishment (Ote Group) | Jun 2011 - Aug 2021

location) Muscat – Oman JUN 2011 till August 2021 Key Account Manager Responsibilities:

- Operate as the lead point of contact for all matters specific to your customers
- Build and maintain strong, long-lasting customer relationships
- Develop a trusted advisor relationship with key customer stakeholders and executive sponsors
- Ensure the timely and successful delivery of our solutions according to customer needs and objectives
- Clearly communicate the progress of monthly/quarterly initiatives to the management
- Forecast and track key account metrics
- Identify and grow opportunities within territory and collaborate with sales teams to ensure growth attainment
- Assist with high severity requests or issue escalations as needed Key User Responsibilities: Organizational Role
- Be the link between the SAP implementation team and the department/process which the key user is representing
- Provide the as-is process to the implementation team of business analysts
- Participate in the To-Be process design
- Test the process implemented
- Provide signoffs to the process, process implemented Educational and Training Role
- Be the first point of contact for issue related to the functionality implemented, especially from a process wise. Most often the end users are clear with the new process and that's where most issues come up.
- Conduct training for the department which the key user is representing

● Business Development & Marketing

Itc | Jan 2008 - Mar 2011

Overview: Generates new sales and accounts for Networks and smart Solutions Responsibilities:

- Prospecting and funnel development
- Identifying and qualifying prospects
- Market and category research
- Cold calling
- RFP support
- Creation of sales presentations, proposals and related documents
- Preparing Statements of Work

Forecasting business opportunities

Managing inbound contacts

Identifies customer needs and the appropriate I.T.C business solution(s) through needs analysis.

Presents I.T.C value propositions to proprietors, corporations, partners and/or boards through proposals and in-person presentations.

Attends customer installations and collaborates with CARRIER SME technical personnel as required.

Serves existing accounts as necessary and maintains customer satisfaction within specified ranges

Attends meetings and training sessions as directed.