

# AHMED ZAGHLOL

FMCG SPECIALIST

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26/1/2000

Abu Dhabi

U.A.E, Egyptian

As a highly experienced and results-driven Sales executive with a strong background over 5 years in FMCG in UAE I bring a track record of successfully driving business growth through strategic partnerships and effective client management. I Cearet Sales Process, Ensure Efficiency, Build Customer Rapport, Strive for Continuous Product Feedback, and Resolve issues

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## Skills

- Negotiation Skills
- Product promotions
- Revenue Generation
- Microsoft office
- Account servicing
- Strategic planning
- B2B Sales
- Leadership and problem-solving

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## Languages

- Arabic
- English

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## Links

- linkedin

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## Educations

Certificate of Industrial Secondary Schools Diploma.,

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## Experience

### KEY ACCOUNT EXECUTIVE

Al Ghaith general trading, 08/2023 - Present, Abu Dhabi

**Reporting into the Sales Manager and managing a team of 6 merchandisers, I take complete ownership of building and retaining the business in the region especially the top-tier accounts. Modern Trade, Wholesale**

#### Key responsibilities:

- Identifying and qualifying customer needs, developing sales strategies, negotiations and closing profitable deals with an 85% success rate
- Cultivate strong relationships with store managers and staff to embody company values.
- Achieve daily coverage goals for optimal product visibility and competitive edge.
- Maintain adequate stock levels on shelves and in fridges to prevent shortages.
- Execute agreements on space and display to maximize product visibility.
- Drive monthly promotional priorities to meet sales targets.
- Compile daily reports on customer feedback, competitor activities, and sales opportunities for prompt resolution
- Develop work plans and schedules for allocating work to merchandisers in the various cities to get optimum utilization of the available resources.

### STORE SUPERVISOR - FMCG

ALMAYA SUPERMARKET, 03/2020 - 07/2023, Abu Dhabi

**Key responsibilities:**

- Managed store operations in the absence of the Manager
- Managed a team of 25+ employees to ensure efficient and effective operations of the department.
- Analyzed sales figures, customer reactions, and market trends to anticipate product needs and plan product ranges/stock
- Collaborated with buyers, suppliers, distributors, and analysts to negotiate prices, quantities, and time-scales
- Customer Relationship Management: Developed strong customer relationships and followed a predetermined call plan.
- Merchandising Supervision: Ensured display standards and efficient space management by supervising merchandisers.

**CUSTOMER SERVICE AGENT**

VODAFONE, 01/2018 - 02/2020, Egypt

- Acted as first point of contact for customer issues and queries.
- Answered incoming telephone calls from customers and detailed initial queries on Customer Relationship
- Utilized problem-solving skills to quickly and effectively resolve customer complaints.
- Handled customer inquiries via phone, email, and live chat in a professional and courteous manner.

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**Certificate**

**ESSENTIAL FOOD SAFETY TRAINING CERTIFICATE EFST PROGRAM**

Abu Dhabi Agriculture and food safety Authority,

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**Activities**

**SALES TARGETS AND PRODUCT VISIBILITY**

Al Ghaith general trading, Abu Dhabi

- Consistently achieved sales targets, maintaining product visibility in my assigned territory
  - Increased sales by 25% in Q1 2024, resulting in a net profit of 105k
  - Successfully listed and promoted new products, contributing to revenue growth
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**(U.A.E) Driving License LIGHT VEHICLES**

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**PERSONAL DETAILS**

Nationality :      Egyption

Marital Status:    Single

Passport number: A25300714

Visa Status :      Employment Visa

Current Address : Abu Dhabi, UAE

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