

# AHMED ZAGHLOL

## KEY ACCOUNT EXECUTIVE

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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 - F&B 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

- FMCG industry
- CRM System
- Negotiation Skills
- Customer Service
- sales strategies
- Microsoft office
- B2B Sales
- Team leadership

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### Languages

- Arabic
- English

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### Links

- linkedin

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### Educations

High school diploma , 07/2014 - 08/2017, Mansora

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### Experience

#### SR. SALES EXECUTIVE

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

##### Key responsibilities:

- **Sales Achievement:** Identifying and qualifying customer needs, developing sales strategies, negotiations and closing profitable deals with an 85% success rate and maintained product visibility in my assigned territory.
- **Product Listing and Promotion:** Successfully introduced new products and executed promotional programs.
- **Market Insights:** Communicated trade and competitor information to management.
- **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.
- **Profit Maximization:** Collaborated with the sales team to maximize profit through up-selling and cross-selling.
- **Sales Process Oversight:** Monitored orders, deliveries, and collections to drive sales growth.

#### 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
- Proactively engaged with customers, providing thorough answers to inquiries, clear explanations of products, terms, and conditions, and fostering a welcoming environment to build strong customer rapport.

#### 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

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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 20% in Q4 2023, 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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