

# AHMED ZAGHLOL

KEY ACCOUNT EXECUTIVE

zaghola40@gmail.com

+971565729211

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

---

## Skills

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

---

## Languages

- Arabic
- English

---

## Links

- linkedin

---

## Educations

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

---

## 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

---

### **Certificate**

#### **ESSENTIAL FOOD SAFETY TRAINING CERTIFICATE EFST PROGRAM**

Abu Dhabi Agriculture and food safety Authority,

---

### **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

---

### **(U.A.E) Driving License LIGHT VEHICLES**

---

### **PERSONAL DETAILS**

Nationality : Egyption

Marital Status: Single

Passport number: A25300714

Visa Status : Employment Visa

Current Address : Abu Dhabi, UAE

Phone number : +971565729211

Email : [zaghloa40@gmail.com](mailto:zaghloa40@gmail.com)