

# Sarah Alaa Eldin

Mobile: +20 1555 566 596  
E-mail: [sarahalaahamed@gmail.com](mailto:sarahalaahamed@gmail.com)  
Linked in: [www.linkedin.com/in/sarah-hamed](http://www.linkedin.com/in/sarah-hamed)  
Address: Alexandria, Egypt.  
Nationality: Egyptian

## Objective:

Dedicated and results-oriented professional seeking a challenging role as an Export Regional Sales , leveraging 9 years of experience in international sales and business development. Aiming to drive revenue growth and expand market presence by developing and executing effective sales strategies in diverse global markets. Committed to exceeding sales targets, fostering strong client relationships, and delivering exceptional customer satisfaction in the export sector.

## Experience and Training

### ➤ **Export Regional Sales Manager at glass company-Egypt | from Nov 2023-Now.**

Responsible for developing and executing sales strategies to expand the company's presence in international markets. This role involves overseeing sales activities within a specific geographical region or multiple regions, focusing on exporting products or services to customers overseas.

#### ○ **Market Analysis and Strategy Development:**

- ✓ Conduct market research to identify potential export markets and assess market trends, competitive landscape, and customer needs.
- ✓ Develop sales strategies and plans to penetrate target markets and achieve export sales objectives.

#### ○ **Customer Relationship Management:**

- ✓ Build and maintain strong relationships with existing and prospective customers, distributors, agents, and partners in international markets.
- ✓ Identify and pursue new business opportunities through networking, cold calling, and participation in trade shows or industry events.

#### ○ **Sales Planning and Execution:**

- ✓ Developing annual and quarterly sales plans, forecasts, and budgets for the assigned region(s).
- ✓ Implement sales initiatives to drive revenue growth, increasing market share, and meet or exceed sales targets.
- ✓ Coordinate with internal teams such as marketing, logistics, and finance to ensure timely delivery of products/services and smooth order processing.

#### ○ **Export Compliance and Documentation:**

- ✓ Ensure compliance with export regulations, trade laws, and customs requirements of target countries.
- ✓ Prepare and review export documentation, including invoices, shipping documents, export licenses, and certificates of origin.

#### ○ **Team Leadership and Development:**

- ✓ Lead and motivate a team of sales professionals, distributors, or agents to achieve sales objectives and targets.
- ✓ Provide coaching, training, and guidance to enhance the skills and performance of the sales team.

#### ○ **Performance Monitoring and Reporting:**

- ✓ Track and analyze sales performance metrics, including sales volume, revenue, margins, and market share.
- ✓ Prepare regular sales reports, forecasts, and dashboards for management review.

➤ **Export Deputy Manager at glass company-Egypt | from Jan 2021- Nov 2023.**

- Meeting with existing clients to discuss a company's products and services.
- Working to foster lasting relationships with client base.
- Improving customer satisfaction Maintaining key customer relationships
- Setting specific quarterly or annual sales goals.
- Overseeing the activity of junior sales associates.
- Drawing up sales activity reports.
- Working to ensure sales and productivity goals are met.
- Presenting information regarding clients and sales at company meetings.
- Leading in-house seminars and workshops to help improve the effectiveness and productivity of the sales team.
- Collaborating with the marketing department to develop collateral
- Liaising with customers & the dealer network to answer and resolve their queries.
- Identifying the customer's needs attending trade shows visit.
- Write and provide quotes for international orders.
- Leading and follow up with sales team to meet our target.
- Ensure collecting orders cover the monthly production plan required.
- Follow up with planning and packing DEP to ensure orders are processed in a timely.

➤ **Export Sales Specialist at glass company-Egypt | from Jul 2016 - DEC 2020**

- Working on arrange stable orders with customer.
- Updating our customers with item list for ready goods and production plan items to collect orders &Revise orders according to Finish Product Report.
- Preparation of Performa Invoice and quotation according to customers' orders.
- Assisting the new clients with checking all the details about our products and company.
- Arrange the sales report /the loading sheet by recording the shipping orders.
- following up all the documents for all clients after loading (finalize the final commercial invoice & packing list, certificates required based on each country, export declaration, origin certificate, bill of lading, and recording them on the system), send the original docs to the clients by the carrier - ensure that the goods arrive safely at port of discharges.
- Make reports (Customer balance monthly & yearly – Sales report monthly).

➤ **Customer service at Telecom company-Egypt | from July 2015 –Jun 2016.**

- Speaking to customers about new charges.
- Handling customer complaints.
- Maintaining customer records by updating their account information.
- Recommending potential products and services to suit a customer's needs.

## Education:

BCS accounting, Arabic section.

Faculty of Commerce (Alexandria University) - September 2011 - July 2015

Obtained the BS Finance with a degree good.

## Specialized Courses:

- Project Initiation: Starting a Successful Project from google In progress (30% pass)
- Foundation of project management from google.
- International Computer driving license (ICDL)

## Computer skills:

- Productivity Tools: MS-Word, MS-Excel, and Power point.

## Key skills and competencies:

- Building relationships Smart appearance & presentable.
- highly motivated Social skills.
- Self-learning.
- Hard Worker.
- Proven experience in export sales, international business development, or related field.
- Strong understanding of export regulations, trade compliance, and logistics.
- Excellent communication, negotiation, and interpersonal skills.
- Ability to travel internationally and work across different time zones.
- Strong leadership and team management abilities.

## Languages:

- Arabic: Mother tongue.
- English: Very Good command of both spoken and written English.

## Reference:

**Available upon request.**