

Amr Hamed

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Career Summary:

Experienced Sales Manager with over 6 years of success in sales, account management, and customer relationship management. Proven track record of exceeding sales targets, driving revenue growth, and building lasting client partnerships. Skilled in strategic planning, staff training, and forecasting.

Professional Experience:

Sales Manager

Egypt Holland for Cutting & Converting Paper | Egypt | Jan 2020 - Feb 2025

- Achieved 200M EGP annual revenue by communicating with vendors and leading the sales team.
- Managed and coached a team of 15+ sales reps.
- Designed and implemented strategic sales plans.
- Delivered accurate sales forecasts and managed budgets.
- Recognized for achieving the highest sales growth in the Delta region.

Customer Service representative — Vodafone Egypt

Nov 2018 – Jan 2020

- Provided exceptional customer service by assisting customers with inquiries, resolving complaints, and offering tailored solutions to meet their needs.
- Demonstrated strong communication skills, handling high volumes of calls and maintaining a high satisfaction rate.
- Collaborated with teams across departments to ensure smooth service delivery and promote customer loyalty.
- Utilized problem-solving techniques to address customer concerns effectively, ensuring positive outcomes and retention.

Sales Representative

Ravin | Egypt | Mar 2015 - May 2018

- Provided product demonstrations and built client relationships.
- Developed sales strategies that boosted customer acquisition and retention.

Education

Bachelor's Degree in Information Technology

Higher Institute of Engineering & Technology, Mansoura, Egypt | 2018

Key Skills

- Sales Planning & Forecasting
- Customer Relationship Management (CRM)
- Staff Recruitment & Training
- Strategic Business Planning
- Communication & Negotiation

Language:

English: Upper-Intermediate (B2)