

Amr Abdelsalam

Ghanem

CLIENT-FOCUSED SALES PROFESSIONAL | B2B & E-COMMERCE SPECIALIST

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Objective

Motivated Sales Professional with 10+ years of experience in customer engagement, sales growth, and client retention. Seeking a Sales Representative role to utilize my proven skills in identifying customer needs, closing deals, and fostering long-term relationships to contribute to organizational success.

Professional Experience

Sales Representative | Maxab (E-Commerce) | 2022–2024

- Achieved **110-120% of monthly sales targets** through personalized client interactions and effective product demonstrations.
- Acquired **70+ new SME clients** via cold calling and follow-up strategies, contributing to **\$150K+ in annual revenue**.
- Maintained **90% client retention** by addressing concerns swiftly using HubSpot CRM and ensuring timely order fulfillment.
- Partnered with logistics teams to reduce delivery delays, improving customer satisfaction by **20%**.

Sales Associate | Ingco (Industrial Tools Distributor) | 2014–2018

- Increased quarterly sales by **12%** by understanding client needs and recommending tailored solutions.
- Conducted **60+ client visits annually**, resulting in a **25% rise in repeat orders**.
- Tracked sales performance using Excel, identifying high-potential leads and improving conversions by **15%**.

Field Sales Agent | Raya Trading & Distribution | 2011–2014

- Grew client base by **30%** in assigned areas through direct sales efforts and participation in local trade events.
- Ranked top 5 in regional sales for 4 consecutive quarters by consistently meeting monthly quotas.

Education

Bachelor of Commerce | Tanta University | 2017

Relevant Coursework: Sales Strategies, Customer Service Excellence, Business Negotiation.

Key Skills & abilities

- **Sales & Client Management:** Needs Analysis, Relationship Building, Upselling, Order Tracking.
- **Tools:** HubSpot CRM, Excel, Shopify (Basic), Meta Ads (Basic).
- **Soft Skills:** Communication, Problem-Solving, Adaptability.
- **Languages:** Arabic (Native), English (Intermediate).

Certifications

- Google Ads Fundamentals | Google Skillshop | 2023
- CRM Basics for Sales Success | Udemy | 2021

Additional Experience

- **Freelance Sales Support** | 2019–2024
 - Assisted 4+ local businesses in product launches, achieving **75% sales target compliance** through direct outreach.
 - Trained small business teams on CRM tools to enhance client follow-up efficiency.