

# Amr Youssef

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## Objective

Sales Expert & Data Analyst with 10+ years of experience in client management, business development, and strategic decision-making. Skilled in Power BI, Excel, SQL, and Python, using data to uncover insights, solve business problems, and support accurate, high-impact decisions. Combining strong commercial understanding with analytical thinking to improve performance, identify opportunities, and drive measurable results.

## Professional Experience

### Senior Sales Manager

Al Mutlaq Hotel | Jan 2025 – Present

- Leading the sales department and managing corporate accounts across multiple sectors including Banking, IT, Consulting, and Pharmaceuticals.
- Developing and implementing strategic sales plans to increase market share and maximize revenue.
- Utilizing data analysis and reporting tools to identify trends, forecast sales, and optimize performance.
- Building and maintaining strong relationships with key clients and stakeholders.
- Conducting sales visits, presentations, and negotiations to secure new business opportunities.
- Collaborating with management on pricing strategies, business development, and revenue growth initiatives.

### Cluster Sales Manager

Ewaa Hotels Group | Jan 2024 – Jan 2025

- Managed key accounts in Banking, Consulting, IT, Pharmaceutical, and Medical industries.
- Conducted sales trips to acquire new clients and expand market presence.
- Analyzed market trends and competitor activities to develop strategies.
- Participated in sales strategy and revenue meetings.
- Oversaw banqueting and catering sales activities.

## **Sales Manager**

Ramada Riyadh Hotel by Wyndham Group | Jan 2023 – Jan 2024

- Handled key accounts in Banking, Consulting, IT, Pharmaceutical, and Medical industries.
- Researched and prospected new clients to expand business opportunities.
- Conducted sales trips and prepared market analysis reports.
- Actively contributed to sales strategies and yield management.
- Oversaw banqueting and catering operations.

## **Sales Manager**

Holiday Inn Riyadh Meydan | Jan 2018 – Jan 2021

- Developed business from Pharmaceutical and Medical clients.
- Conducted extensive market research and client prospecting.
- Participated in strategy meetings and managed catering sales.
- Strengthened client relationships through tailored solutions.

## **Sales Executive**

Holiday Inn Riyadh Meydan | Dec 2015 – Dec 2017

- Researched and prospected Pharmaceutical and Medical companies.
- Built and maintained a client database.
- Assisted sales team in achieving targets and client acquisition.

## **Customer Service Specialist**

Orange | Jan 2013 – Oct 2015

- Handled customer inquiries, escalations, and problem-solving.
- Improved customer satisfaction through personalized service.
- Reported service issues and suggested process improvements.
- Provided guidance on product packages and services.

## **Education**

Bachelor's Degree in Law – Cairo University | 2010

## **Courses & Training**

- SQL Fundamentals (YouTube / Self-Study & Coursera – Online)
- Power BI for Data Analytics (YouTube / Self-Study)
- Excel for Data Analytics (YouTube / Self-Study)
- Python Basics for Data Analytics (YouTube / Self-Study)

## **Skills**

- Data Cleaning & Transformation
- Data Visualization & Reporting
- SQL (Queries, Joins, Data Cleaning)
- Power BI (Reports, Dashboards, DAX)
- Excel (Power Query, Power Pivot, Data Modelling)
- Sales Forecasting & Business Development
- Strong Communication & Negotiation Skills

## **Languages**

Arabic: Native

English: Advanced