

# Ahmed Elbanna

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**Military service:** Completed

## Professional Summary

Detail-oriented, innovative thinker, and hard worker with excellent leadership, communication and organizational skills; easily adaptive to change in working environment, seeks for challenging opportunities where I can fully utilize my skills for the success of the organization.

## Professional Experience

### Associate Retail Account Manager at "Amazon.com" (May/2025 – September/2025)

Responsible for efficiently conducting business transactions with tier 2 and 3 vendors, buy-ability defects resolution, leads qualification, selection expansion, ensuring product availability, sourcing deals, and converting vendors into the direct fulfilment and sponsored ads programs, navigate various vendor accounts, research and review SOPs, and communicate effective solutions

1. Applying fixes to solve buy-ability defects and ensuring vendors' listed items are live on the website.
2. Identifying, prospecting and reaching out to new vendors, analyse their potential for Amazon
3. Efficiently managing the business transactions with existing tier 2 and 3 vendors managing vendors at scale across multiple Middle East countries (Egypt, Kingdom of Saudi Arabia, UAE) with help of tools and automation.

### Sr. Catalog Associate at "Amazon.com" (April/2022 – Feb/2025)

#### A+ Content Team: (April/2022 – March/2024)

Creating detailed content with image and text for the catalogs with high glance views, enhancing existing content and moderating content created by vendors/stakeholders to ensure that content accommodate with guidelines.

1. Managed to eliminate manual work procedures, reduce time and headcount by generating ideas and using of 8+ automation tools.
2. Managed to do work process changes by diving deep to find and eliminate work process defects, and changing it to meet our customer expectations.
3. Certified as a Trainer by completing "Certified Trainer course".
4. Fully onboarded new hires by providing training, tips & tricks.
5. Communicated and fulfilled vendor/stakeholders' requests.

#### Andon Team Support Project: (March/2024 - April/2024)

Resolved customer issues on ticketing system resulting from receiving wrong, damaged or fake products. Contacted fulfillment center when needed, and communicated with vendor managers/stakeholders informing them about customer's issues and requesting fixing them.

1. Quickly learned the new work stream and exceeded my daily target for resolved tickets.
2. Suggested solutions to enhance the work procedures and eliminate manual effort.
3. Received positive feedback regarding my performance.

#### IDQ Team: (April/2024 – Dec/2024)

Creating catalog attributes, enhancing existing attributes to make sure that the IDQ score for the live detail page at the highest possible score, fulfilling vendor/stakeholders' requests received via TTs system and fully managing the Size Chart Accuracy project for Softline's GL.

1. Quickly learned the new work streams, overcoming work obstacles and exceeded my daily target and overall performance.
2. Fully managed Size Chart Accuracy project for Softline's GL to make sure that all Softline's' products had accurate size charts.
3. Suggested solutions to enhance the work procedures and eliminate manual effort.
4. Received positive feedback regarding my performance.

#### Catalog Associate at "Amazon.com" (June/2020 - April/2022)

Responsible for creating the items' catalogs on our website in relevance to predefined guidelines, dealing with cross-functional teams to ensure smooth results' delivery and responsible for enhancing the existing catalogs.

1. Reduced time, effort, and headcount by generating new ideas and using automation tools.
2. Achieved and exceeded my productivity and quality targets.

#### **Amazon EG vendor onboarding project:** (Jan/2021 - June/2021)

Created vendors' accounts, agreements, and contracts on "**Amazon Smores**" for the migration to Amazon Egypt, Called & followed-up with vendors to check contract signing workflow and solving any arising technical issues and worked with Vendor Managers to contact and get vendor contract signed.

1. Successfully onboarded 40+ tier two & three vendors.
2. Solved technical issues for 2 top tier vendors and participating on onboarding them.
3. Solved technical issues that were facing vendors by applying trial and error techniques solely instead of relying on the tech team allowing to successfully onboard 6 vendors with technical issues without dependency on the tech team.
4. Negotiated with vendors regarding terms and conditions of their contract.
5. Provided guidance to my peers to solve vendor technical issues.

#### WFH Recruiting Intern at "**GAO Tek Inc.**" (April/2020 - May/2020)

1. Posted job ads, received job applications, shortlisted job applicants, scheduled and conducted interviews.
2. On-boarded new hires and conducted induction sessions.
3. Supervised new hires and monitored their performance.

## **Education**

### **College**

Faculty of Law - English section - Alexandria University

- MSc of Law (L.L.M) Sep/2017 - Sep/2019
- License of Law (L.L.B) Sep/2012 - May/2016  
General Grade: Good

### **School**

- El-Nasr Boys' School (E.B.S) (2012) (Language School)

## **Courses & Certifications**

### 1) Work Readiness Program at **American University in Cairo** (Oct/2019- Mar/2020)

**Professional Certificate in Human Resources.** (63 Hours)

- Talent Acquisition Course
- Talent Development and Identification
- Talent Attraction, Retention and Motivation
- Soft Skills & Career Advising: Planning, Communication, Emotional Intelligence, Business Writing

### 2) **Faculty of Law, Alexandria University** (Aug/2016 - Nov/2016)

- Writing and Drafting Legal Documents Course.
- Translation of Contracts (Commercial, Civil, Petroleum, Maritime & Aviation, BOT, FIDIC, Arbitration)

## **Additional Skills**

- **Technical skills:** proficient in MS Office Suite (Excel, Word, PowerPoint, Outlook, OneNote), Tableau, QuickSight.
- **Languages:** Arabic (native) – English (fluent)
- **Interpersonal skills:** Quick Learning, Management, Team Leadership, Employee Development, Training, Performance Management, Motivation, Team Building, Communication, Conflict Resolution, Teamwork, Public Speaking, innovative thinking and Problem Solving.

## **Extracurricular Skills**

- Volunteer at " Resala Charity Organization " preparation and distribution of food. (2018)