**AHMED HESHAM ABD-ALWAHAB**

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**PROFILE SUMMARY**

B.Sc Graduate with over 5 years of professional experience in Iraq in the field of IT, Sales and Marketing.

**KEY SKILLS**

* Task oriented & strong sense of responsibility.
* Strong communication and negotiation skills.
* Creative, flexible and efficient work habits.
* Strong Managerial skills.
* Capable of meeting deadlines, ability to go to the core of the problem.
* Quick learner with ability to grasp new technologies.
* Excellent work ethics, with strong analytical and leadership qualities.

**WORK EXPERIENCE**

**Sales Manager**

**Elekta – Since 01/02/2015 till Date**

Elekta is one of the leading consumer electronics brand in the Middle East. Having its branches spread out in the GCC & MENA region.

**Role:**

* Directly handling Major Power retailers line Carrefour & City Center
* Make sure the official listed items are on display at all times. These products should be well represented and in saleable condition at all times.
* Making sure the stores are stocked with the limits set by the store. Proposing increases in stock levels for items that are fast moving, to avoid out of stocks.
* Listening to customer requirements and presenting appropriately to capitalize on opportunity and conclude with the sale.
* Maintaining and developing relationships with existing customers in person and via telephone calls and emails
* Responding to incoming email and phone enquiries
* Recording sales and order information and sending copies to the sales office, or entering figures into a computer system
* Making sure the prices listed in the customers systems is as per our listed trade prices
* Reviewing your own sales performance, aiming to meet or exceed targets. Ensuring that merchandisers working for the said customers meet there targets to achieve the overall target set for the customer.
* Price check on competitors’ products. comparing to our own and providing feedback in report format to line manager
* Attending team meeting and sharing best practice with colleagues. Taking back key information and passing on to merchandisers reporting to me.
* Guide the Merchandisers in order to drive sales and build customer relationship.
* Provide feedback to management.
* Monthly statements handed to customers and balance confirmation taken at the same time
* Collecting of payments at the time of maturity. As per agreed payment terms. Validated with customer
* Makes sure all debit notes are submitted with the supporting approvals from head office
* Getting prior approval from head office in writing before making any commitment to customer
* Liaising with logistic team to make sure delivery is made on time and as promised considering 12 days shipping & transit time.
* In Egypt, meeting with local manufactures for manufacture some of electric devices to sale internal and external and meeting with hyper markets managers like Carrefour
* worked to register the brand in Egypt and set up an office for the company
* Deal with logistics team to facilitate the transportation of goods from Dubai or China to Egypt

**PREVIOUS EXPERIENCE**

**Engineer – Max Department**

**Earthlinktele, Baghdad, Iraq - From May, 2013 to October 2014**

EarthLink Telecommunication started in 2005 as an Internet service provider. Within just a few years, EarthLink has become the largest Internet service provider in Iraq. Serving every city and town in Iraq, as well as several major cities around the world Providing Internet services, ICT solutions, data center services, managed services to business and government organizations in Iraq, and much more.

**Role:**

* Worked as an engineer to Set up new sites and maintenance the devices in Earthlink.
* Configure MikroTik and UBNT Devices in Earthlink
* Trouble shooting all issues related to internet service with clients.
* Worked in tunnels and fix signals with OMC Department, worked on Hotspot and Fibre network.

**PREVIOUS EXPERIENCE**

**Salesman cum Accountant**

**Turbo, Baghdad, Iraq - From February, 2013 to May 2013**

**Role:**

* Selling of consumer electronics to supermarkets and hypermarkets.
* Making sure the right products are supplied and build customer relationship.
* Responsible for customer payments to be collected on time and account it in the system.
* Follow up for repeat orders on a timely basis.
* Managing sales strategy along with the support of supervisors.

**ACADEMIC DETAILS**

B.Sc Digree in Computer Communications Engineering from Mansour University College, Bagdaad, Iraq.

**Projects undertaken:**

* Studied (CCNA) Cource and applied the practical’s in Cisco Devices in Lab
* Studied (CCNP) Routing and Switching cource and applied the Practical in Packet Tracer and Gns3 Program
* Thorough Knowledge and information about GSM.

**COMPUTER PROFICIENCY**

* Studied Computer Maintenance (Software-Hardware)
* Worked on Photoshop, Power Point, MS Excel and Word.
* I have information on Database, Visual basic 2013, C++ and AutoCAD.

**PERSONAL DETAILS**

Date of Birth: 22nd August 1990

Address: Iraq, Erbil, Bakhtiari

Languages Known: English, Arabic

Nationality:  Iraqi

Sex Male

Marital Status: Single