

Saoud ElTelawy



EDUCATION

September 2006 - May 2010

BA of Electronics, communications
and Computers Engineering

Project: LTE Physical Layer - Excellent

Helwan University

MY PROJECTS

ICLEAN

A Website for a cleaning
company located in Egypt

Technologies: PHP, JavaScript,
Pure CSS & Laravel

Languages

Arabic	●●●●●
English	●●●●●
French	●●●●●

Courses

Front-End Developer
Professional Certificate

Meta-Coursera

Developer Challenge

Scholarship: Web

Development

Google - Udacity

EXPERTISE AND INTERESTS

Professional Skills/Languages

- HTML/CSS
- JavaScript/ES6
- React
- Redux
- Node.js/Express
- PHP/Laravel
- Ruby
- PostgreSQL/SQL
- Github
- Bootstrap
- Materialize
- SaaS
- Python

Hobbies and Interests

- Travelling
- Tech-Savvy
- Reading
- Swimming
- Football
- Artificial Intelligence

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<https://github.com/saoudeltelawy>

Strive to be professionally successful in the business world as a responsible and competent leader with a vision, a strong sense of ethics and personal and professional integrity and I am Studying MBA for now.

PROFILE INFO

An enthusiastic and highly collaborative engineer at Etisalat by E&, and a graduate of Helwan University. I am looking forward to learning new technologies at a global company, and I am passionate about improving my skills in my current role. My goal is to continue expanding my skillset by joining a collaborative and Agile team. In addition to my professional role, I spend time developing my coding skills in order to be a proficient Full Stack web developer on a great team with diverse cultural backgrounds.

I am currently working as a Marketing Manager with a passion for learning and enhancing my technical and marketing skills. Mastery of new skills and ability to deliver exemplary results across a variety of industries. With a positive attitude and the ability to grow projects from the ground up, I am a detail-oriented, fast learner with a positive attitude. Additional experience in data analysis, customer loyalty, customer service and Partnerships for telecom & non-telecom products.

PROFESSIONAL EXPERIENCE

Etisalat Egypt

12/2019 -
Present

Marketing & Partnerships Manager

Key achievements:

- Developing Marketing Strategies, plan and budget to achieve organizational KPI Creating a product road map based on this market researches.
- Developing Marketing strategies and plans for key strategic projects and initiatives of Etisalat Digital,
- Rebranded the core product line and repositioned it on the market, which resulted in a 5% increase in the market share.
- Successfully cooperated and communicated within the team and coordinated communications between the Marketing, Development and Sales departments.

05/2016 -
11/2019

Enterprise Customer Acquisition & Retention Senior Supervisor

Key achievements:

- Contributed in the Customer Centricity objective accomplishment by developing, implementing and reviewing the Enterprise technical and commercial support operational approaches and recommend processes enhancement.
- Handled all kind of Enterprise customers complaints, reaching the maximum level of satisfaction and impressing customers with a world class service and experience.
- Ensured that new and old clients will grow into a loyal customer base in a specialist niche market.

Vodafone Egypt

1/2015 -
04/2016

Senior Presales Engineer

Key achievements:

- Proposed suitable solutions for customers within Hospitality Segment (Educational, pharmaceutical and Touristic Sectors).
- Assured that Solutions will be ready for customers once they need it and attending all customers technical meetings.
- Assured that Technology Teams provide customers latest releases of solutions.

1/2013 -
12/2014

RTM Channels Management Senior Specialist

Key achievements:

- Monitored ADSL different channels (Call center-Retail-Corporate- Dealers).
- Built and maintained excellent customers' relationships and resolve customer problems with services rendered.
- Hit and exceeded department KPIs by 20% for 6 months in a row.

Quad Marketing Solutions

03/2012
-12/2012

Business Analyst & Sales Executive

Key achievements:

- Managed accounts of Australian & American clients
- optimized websites for search engines (SEO).
- Developed Websites for clients, using basic HTML & Word press platform.