

Saoud ElTelawy

MBA Candidate – Marketing & Partnerships Manager

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.

✉ saoud.telawy@gmail.com

☎ +201118008117

📍 Cairo, Egypt

🌐 [linkedin.com/in/saoud-eltelawy](https://www.linkedin.com/in/saoud-eltelawy)

SKILLS

Strategic Marketing Market Research & Analysis Big Data Analysis Problem Solving Digital Marketing

CRM (Salesforce, SAP) Strategic Thinking Business Process Improvement Product Development

Web Development

WORK EXPERIENCE

Marketing & Partnerships Manager Etisalat Egypt

12/2019 – Present

Achievements/Tasks

- ◇ 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.

Enterprise Customer Acquisition & Retention Senior Supervisor Etisalat Egypt

05/2016 – 11/2019

Achievements/Tasks

- ◇ 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.
- ◇ Made a major contribution in the enhancement of TRI*M Index results.

Senior Presales Engineer Vodafone Egypt

01/2015 – 04/2016

Achievements/Tasks

- ◇ 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.

WORK EXPERIENCE

RTM Channels Management Senior Specialist Vodafone Egypt

01/2013 – 12/2014

Achievements/Tasks

- ◇ 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.

Business Analyst & Sales Executive Quad Marketing Solutions

03/2012 – 12/2012

Achievements/Tasks

- ◇ Increased the customer satisfaction by 30% by improving customer service.
- ◇ Managed accounts of Australian & American clients and optimized websites for search engines (SEO).
- ◇ Developed Websites for clients, using basic HTML & Word press platform.

LANGUAGES

Arabic ● ● ● ● ●
French ● ● ● ● ●

English ● ● ● ● ●
German ● ● ● ● ●

COURSES & TRAINING

Google Digital Marketing & E-commerce
Professional Certificate (04/2022 – Present)
Coursera

Developer Challenge Scholarship: Web Development
(05/2017 – 08/2017)
Google

Business Writing Skills (09/2016 – 10/2016)
Certified by Regional IT Institute

Mobile Networks Diploma (2G-3G-LTE)
(05/2010 – 09/2010)
By Talented Engineers

EDUCATION

Master Of Business Administration (MBA) International University of Applied Sciences (IU)

05/2022 – Present

Bachelor of Electronics, Communications and Computers Engineering Helwan University

09/2006 – 05/2010

Projects

- ◇ LTE Physical Layer || Excellent