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| **objective** | | |
|  | | * Seeking a job at a reputable in a field of IT Sales, customer service where my background and my experience can be well utilized. I am a self-motivated individual with 10+ years of Experience in the Field of IT Sales & Telecommunication and German Free-lancer Translator. |
| **education** | | |
|  | | **2004-2009** **Ain Shams University**   * Faculty of AL sun, German department. * Grade: Very good |
| **skills** | | |
|  | | **Language Skills:**   * Excellent command of written and spoken German. * Very Good command of written and spoken English. |
| **Trainig & Courses** | | |
|  | **Now :**   * Preparing Exam Project Management Professional (PMP) * DELL EMC Data Center Credential. * Leadership skills   **From 2010 till 2019:**   * Management Training. * Effective Communication Skills * Internal Customer Service * Business Coaching: Getting Ready to Coach * Call Center Communication Skills * e-mail and Organizational Communication * Soft skills team building   **From 2008 till 2010:**   * German Courses by Goethe institute (Last course taken: C1.1) | |
| **Job Experience** | | |
|  | | * **April 18 till now:**     Working in Quadra Tech for Information Technology  - Z:\Cisco.pngÙØªÙØ¬Ø© Ø¨Ø­Ø« Ø§ÙØµÙØ± Ø¹Ù âªcommscopelogoâ¬âÙØªÙØ¬Ø© Ø¨Ø­Ø« Ø§ÙØµÙØ± Ø¹Ù âªdell emc logoâ¬â  -**Account Manager :**    Experience with : \*Cisco - DELL EMC - Fortinet - Symantec - Veritas - VMWare- RSA - Commscope ( Systimax - Structure Cabling System)  \* Big Experience to handle Tender of Construction Sectors & Oil& Gas, Banking.  \* Networking Infrastructure (Passive & Active). \* Data Communication (Collaboration solutions: IP Communication, Tele presence, Video Conferencing ...).  \* Data Center preparation, Servers and storage sizing and implementation. \* IT Security \* Computing Solutions. \* Generate new sales Lead by Making different researches for new evolving sectors. \* Identifying and cultivating new prospects. \* Business Commitment Forecast. \* Making presentation and introduction with our services \* Build the Sales Plan and Account Strategies to grow existing business. \* Managing a portfolio of existing account.   * **Mar 12 till April 18:** * Working in RAYA - (Cisco Presales) Z:\Cisco.png * -Sales Team Manager acting as Account Manager on CISCO Cairo and Warsaw– (Europe, Africa , Middle East Countries, France, Italy, Spain , Portuguese and Greece) * Knowledge of B2B Networking Industry. * Working closely with accounts to determine their present and future needs and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organization. * Conducting sales presentations and product demonstrations where applicable. * Build the Sales Plan and Account Strategies to grow existing business. * Open new deals and close old deals with new or existing customers. * Provide the customers with new quotations and negotiate them with the customers. * Coordinating with Technical Support staff regarding technical issues to ensure client retention and continued business. * Achieve agreed sales targets and outcomes within schedule * Build key stakeholder relationships, multi-function and multi-level connects with decision makers * Generating and modifying project related reports. * Responsible for replying customer Quotation. * Monitor team performance, Supervise the workload of the team, * Provide regular coaching and feedback to individuals within team to meet service targets. * Suggest actions to improve sales performance and identify opportunities for growth. * Follow-up with the client till the closure of the sales cycle. * Support and keep team up to date. * Making presentation and introduction with our services. Monthly-Quarter. * Preparing weekly & monthly report and plan next week by calls. * **June 10 till Feb 12:** Z:\IBM.jpg      * Working at IBM (Customer Service -German account) * Working as Account Advisor. * Handles customers on phone (E-mail and Chat). * Follow up with customers and ensures that end-user requirements are implemented. * Handles newly recruited Advisors needed in PK and shadowing. * Handles Account Advisors needed in targets and new updates. * Generates reports from CRM on daily basis. * Performs other related duties. |
| **Personal Information** | | |
|  | | Date of Birth: 1/1/1989  Nationality: Egyptian  Driving license: Valid  Marital Status: Married  Military status: Exempted |