Salah Mohamed youssef

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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.
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| **education** |
|  | **2004-2009** **Ain Shams University** * Faculty of AL sun, German department.
* Grade: Very good
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| **skills** |
|  | **Language Skills:*** Excellent command of written and spoken German.
* Very Good command of written and spoken English.
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| **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)
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| **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.

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| **Personal Information** |
|  | Date of Birth: 1/1/1989Nationality: EgyptianDriving license: Valid Marital Status: MarriedMilitary status: Exempted |