

Ahmed Hatem Mansour

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SUMMARY

- 17 years of diversified experience in consultancy sales, business development & key account management with excellent C+ level management relation.
- 5 years+ experience in GCC (working in KSA & Bahrain)
- 9 Years of experience in selling software solutions, SaaS & GDS to Travel & Tourism industry with excellent knowledge of the OTAs, Airlines & Airports solutions and 5 years selling SaaS applications, web-portals & software solutions built on Oracle, Cisco & Microsoft platforms to different Financial, enterprises, governmental & nongovernmental accounts.
- 10 years' experience in leading & coaching teams to successfully achieve the required targets.
- Experience in handling, managing & generating profit from accounts in UK, Europe, Egypt & GCC with vast experience in dealing with different cultures & nationalities.

KEY COMPETENCIES:

- Outstanding Business Development Key Accounts Management & Sales Management skills.
- Self-learner & extensive reader about technology & other subjects.
- Use reliable Consultative Sales methodologies (Huthwaite SPIN & Miller Heiman)
- Excellent Team leadership & motivating personality
- Complex deals negotiation
- Highly effective team recruitment
- Strategic & analytical thinker
- Decision maker
- Entrepreneur personality with high sense of responsibility

WORK EXPERIENCE

Principal Sales & Acct Management - ME at Sabre Travel Network – Sabre Corporation (Based in Bahrain)

September 2018 – Present

- Reporting to the EMEA Accounts Director
- Responsible for the business development & growth of the Middle East Online Travel Agencies (GCC + Egypt)) as well as the P&L of each account.
- Full responsibility over the named accounts to guide them to achieve their yearly targets.
- Monitoring & recommending the best technologies, applications, APIs & Webservices that Sabre could offer & fits the accounts' business models.
- Follow up on the implementation of all projects of my accounts.
- Visiting my accounts in the GCC regularly to keep the strong relations to have best customer insights.

Business Development Manager at IPMagix (Based in KSA)

April 2016 – August 2018

- Reporting directly to the CEO
- Leading Saudi Arabia team (Sales & Presales)
- Full accountability of managing the commercial relation with our key partners & customers in KSA along with expanding the company's customer database.
- Representing IPMagix in seminars, exhibitions, forums & all public channels.
- Prospecting new clients & potential partners, contractors & system integrators in KSA
- Presenting IPMagix products to partners & customers' decision makers (directors & C-level decision makers) & maintaining close relationship with them.
- Selling IPMagix on premise & cloud-based solutions SaaS (XML Apps. for Cisco IPT, collaboration billing solutions, Mobility apps. built for Cisco CMX & Meraki, Apps. for Minerva, Samsung & LG IPTVs)
- Driving the whole sales cycle using consultative sales approach & managing the sales pipeline.
- Preparing & managing the budget & the P&L reports for the assigned region.

KEY TECHNOLOGIES:

- GDSs & Online Travel Agencies solutions, APIs & webservices & Virtual Payments.
- Payment Gateways & Omni/Multi-channel mobility applications & web business solutions for financial, banking & insurance sectors
- Enterprise IP-Telephony applications built on Cisco technology & IPTV applications.

COURSES

- **Project Management**
Heriot Watt University –Edinburgh Business School, covered in my MBA, 2013
- **Organizational Behavior**
Heriot Watt University –Edinburgh Business School, covered in my MBA, 2013
- **Conducting Professional Interviews**
LOGIC Training Center, Egypt, 2010
- **Sales Management & Coaching,**
Amadeus Training Center, Dubai, 2010
- **Consultative Selling Techniques**
Amadeus Training Center, France, 2009
- **Key Account Management**
Amadeus Training Center, France, 2009
- **Negotiating Profitable Sales.**
Amadeus Training Center, France, 2008
- **Customer Service Excellence**
Amadeus Training Center, Egypt, 2008
- **Advanced Selling Techniques.**
Amadeus Training Center, France, 2007
- **Effective Presentation Skills.**
Amideast Training Center, Egypt, 2007
- **Account Retention & Development**
Amadeus Training Center, France, 2006
- **Sales Practice & Techniques**
Amadeus Training Center, France, 2006
- **Leadership**
LOGIC Training Center, Egypt, 2005

Business Development Manager – GCC & Levant At E-Business Solutions Enabling Group (eBSEG) (Omni/Multi-channel mobility & web business solutions) - (Based in KSA)

September 2014 – April 2016

- Reporting directly to the CEO.
- Leading a successful team of sales, presales & graphic designers insuring the meet of the company's goals & Targets in the assigned region (GCC & Levant)
- Responsible for setting & executing eBSEG's sales & business development strategy across GCC & Levant region through selling Enterprise Omni-channel mobility solutions for banks & financial institutions, web business solutions, SMS gateways beside Oracle, Microsoft & SAP services to different business industries with special focus over the banking, insurance & financial business sectors.
- Presenting eBSEG's solutions architect, features, benefits, integration & implementation methods to the clients or prospected companies CXO & top management layer.
- Managing the relation with key partners (such as Oracle, IBM, Microsoft..etc) to increase sales in the region through different channel partners & to bundle their products with eBSEG products to increase sales.
- Expanding existing accounts base along with prospecting & developing new accounts in the region directly & through our different channel partners thereby creating a solid pipeline of major opportunities.
- Maintaining close & professional relationship with key accounts in the region & Channel partners through regular Visits & meetings to ensure optimum cooperation & understanding & to make sure targets are met.
- Driving the whole sales cycle using consultative sales approach & managing the pipeline
- Preparing the budget& the P&L reports for the assigned region

Co- Founder, Sales Manager at Green-Eco (Waste management & recycling Startup company) – Cairo

June 2013- September 2014

- Starting up the business financially, legally & strategically along with 2 other co-founders
- Building & leading the sales department & setting its organizational structure & strategy
- Determines annual and gross-profit plans by forecasting and developing annual sales quotas for regions; projecting expected sales volume and profit for existing and new products; analyzing trends and results; establishing pricing strategies; recommending selling prices; monitoring costs, competition, supply, and demand
- Identifies sales & marketing opportunities by identifying consumer requirements; defining market, competitor's share, and competitor's strengths and weaknesses; forecasting projected business; establishing targeted market share.

EDUCATION

Certificate in Business Administration.

(Edinburgh Business School, Heriot-Watt University UK)

June 2013

B.S. in Commerce (English Section),

Banha University

Major: Accounting.

June 2002

CERTIFICATES

- **Strategic Selling & Conceptual Selling CFI Blended.**
Miller Heimen, 2018
- **Huthwaite SPIN selling skills**
Huthwaite International, 2012

COMPUTER SKILLS

- Fully acquainted with all Microsoft Office programs as well as the IBM Lotus Notes.
- CRM user of:
- Oracle Siebel
- Salesforce
- Jira

LINGUISTIC SKILLS

- **Arabic:** Mother Tongue
- **English:** Fluent Writing, Reading & Speaking.
- **French:** Basic Knowledge
- **German:** Beginner

PERSONAL DATA

- **Date of Birth:** 10th of April, 1982.
- **Nationality:** Egyptian
- **Gender:** Male
- **Marital Status:** Married
- **Military status:** Fully Exempted.

Key Account Manager at Amadeus IT Group. SA. (IT solutions for travel, tourism, aviation, airports & hospitality sectors) – Cairo

January 2006– May 2013

- Acting as Deputy Sales Director with full authority in leading a sales team of 5 Account Manager, 3 Sales Executives, 2 Tele Sales & 1 Sales Analyst
- Drive all stages of the sales cycle starting from the prospecting and qualification of prospects within targeted market segments, identifying their needs, proposing Amadeus IT solutions & products, delivering sales presentations to C-level management to demonstrate products meeting their needs, building business cases & negotiating contract terms.
- Managing top multinational & national assigned accounts with annual multimillion Euro targets and maintaining excellent & close relations with all the accounts employees & specially C-Level Managers & decision makers on both business & personal levels to insure loyalty to Amadeus & smooth work flow.
- Participating in building the annual strategy, P&L reports & annual budget of the sales dept.
- Participate with the Sales Director & the Marketing Director in setting the sales annual marketing strategy.
- Prepare yearly sales plan & forecast as well as updating it quarterly with actual figures.
- Monitor satisfaction, identify new opportunities and provide consultancy sales service and propose solutions to improve customer profitability/efficiency & monitor business cost.
- Acting as the Project Manager to all tailor-made solutions / special projects implementation for all my accounts and insuring that new solutions, product enhancements and overall systems is developed and implemented within the agreed time frame.
- Develop and propose recommended products, action plans and guidelines designed to improve sales performance and support their implementation.

Export Account Manager (Europe) at Swiss Garments Company- Arafa Holding (production & export of garments to Europe & USA) - Cairo

January 2003– January 2006

- Account Manager of high formal wear brands in Germany, Italy & U.K such as (Jaeger, Boss, Philipp & others).
- Handle all correspondence, negotiations, pricing & financials, developments, production, quality control & logistic procedures of the accounts (Customer) until the delivery of the products.
- Manage a team of 2 assistant account managers & an account coordinator