

Work Experience:

General Motors North Africa

Jan 2024– Dec-2024

Sales Planning Manager

- Set annual sales business plan and annual sales plan keeping inventory levels
- Set yearly sales target for Distributer
- Manage the ordering process and pipeline to ensure accurate and adequate supply levels.
- In charge of handling all documentation related to the shipping and clearance process.
- Working closely with the local clearance agent on all related subjects.
- Manage cars distribution and allocation to the retail and wholesale network, as well as end customers based on the reservations list.
- Report various internal and external reports to management and Stellates Group EG (sales, production, shipping and pipeline).
- Set company car portfolio filling all the segments that's suits market needs
- Share in setting the car's profile that fits the competition and can compete with the current competitors
- Select the needed segment and expected market share for every segment and product and set expected penetration ratio for every model.

Jeep - Alfa Romeo Abou-Ghaly Motors Group:

Feb-2022– Dec-2023

Suppl Chain and Sales Operations Manager

Supply chain and Logistics

- Setting monthly Shipping plans based on the available credit balance collected from the customers. Setting the production plan and determining desired inventory levels to fulfill the yearly sales target. Managing the ordering process and pipeline to ensure accurate and adequate supply levels.
- In charge of handling all documentation related to the shipping and clearance process (shipping documents, invoices, Nafeza and NTRA).
- Working closely with the local clearance agent on all related subjects.
- Managing all logistical processes related to the Free Zone and standard sales channels from arrival at port in Egypt until arrival at the company's warehouse.
- Managing cars distribution and allocation to the retail and wholesale network, as well as end customers based on the reservations list.
- Reporting various internal and external reports to management and Stellates Group EG (sales, production, shipping and pipeline).
- Managing SAP backend: Building, allocating and pricing Jeep – Alfa Romeo cars stock.

Sales Operation:

- Creating pricing profiles for all carlines and discussing it with management and other departments.
- Manage Invoicing with finance team and issuing traffic letters and final invoices

Volvo Ezz-Elarab Automotive Group:

August 2018 – Feb 2023

Supply Chain Logistics and Product Manager

Supply chain and Logistics

- Liaising between the internal treasury department and Volvo International to finalize the LC drafts.
- Setting monthly shipping plans based on the available credit balance collected from the customers. Setting the production plan and determining desired inventory levels to fulfill the yearly sales target. Managing the ordering process and pipeline to ensure accurate and adequate supply levels.
- In charge of handling all documentation related to the shipping and clearance process (shipping documents, invoices, Nafeza and NTRA).
- Working closely with the local clearance agent on all related subjects.
- Managing all logistical processes related to the Free Zone and standard sales channels from arrival at port in Egypt until arrival at the company's warehouse.
- Managing cars distribution and allocation to the retail and wholesale network, as well as end customers based on the reservations list.
- Coordinating the settlement of Volvo invoices with the internal finance department Sales
- Setting sales plans by liaising between management and the retail / wholesale network.
- Managing Volvo T4 Trade-In Program starting from request validation until car allocation.
- Requesting the monthly credit notes from Volvo Car Corporation based on the Trad-In program sales.
- Reporting various internal and external reports to Volvo Egypt management and Volvo Car corporation (sales, production, shipping and pipeline).
- Generating monthly used cars reports for sales and stock. Generating the monthly sales dashboard to Volvo Egypt's management.
- Managing Autoline backend: Building, allocating and pricing Volvo Egypt's new and used cars stock. Confirming sales files on Autoline on behalf of the brand manager

Product and Pricing:

- Creating simplified product files to Volvo Egypt's management and the sales team and marketing with detailed configurations.
- Co-deciding which Volvo products to be launched in Egypt.
- Developing competitive analysis to management and Volvo Car Corporation
- Creating pricing profiles for all carlines and discussing it with management and other departments.

Trade In Program

- Managing internal and external customer complaint through Volvo Car corporation and CPA
- Setting leads management system

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- handling Sales NPS (Net Promotor Score)

Jumia EG

May 2015 – April 2018

Call Center Manager

- Handling trade in program
- Managing internal and external customer complaint through Volvo Car corporation and CPA
- Setting leads management system
- handling Sales NPS (Net Promotor Score)

Stream Global Services

Customer Service Team Manager

December 2010 – June 2015

- Managing team KPIs
- Managing team attendance and adherence
- Coach and train soft skills to all team members

Customer Service Senior Agent 2010

June 2010 – December

- Answer all Agents inquiries
- Maintain floor order
- Coach team on quality and monitor calls

Customer Service Agent 2010

August 2009 – June

- Answer customer calls and maintain their satisfaction
- Explain bills and technical support to SiriusXM customers

Languages and Skills

Languages:

Arabic: Fluent

English: Fluent

Softwares:

Microsoft Office Package: Excellent

CDK (Key Loop) Autoline: Excellent

SAP ERP: Very Good

Other Skills:

- Effective communication
- Problem solving
- Analytical thinking
- Time management
- leadership