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# Haitham ZAKI ELSAEED

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## SALES MANAGER

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Experienced Sales Manager with over Twelve years of expertise in leading teams, developing strategic plans, and driving business growth. Seeking to leverage my comprehensive background in agency operations, client relationship management, and revenue optimization to contribute to a dynamic organization. Committed to enhancing operational efficiency, fostering client satisfaction, and achieving organizational goals through innovative strategies and effective team leadership

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## EDUCATION

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- Bachelor's degree Faculty of Commerce, University of Al Mansoura Sept,2001 - Jun,2006
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## WORK EXPERIENCE

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### Project Manager

#### ❑ Nanko (Ksa) . (Oct,2023 - Present)

- Project Manager at Al-Nakhla National Transport Services Company.
- Responsible for the fuel transportation project within the borders of the Kingdom of Saudi Arabia.
- Preparing all financial extracts and claims for the project, in addition to preparing all invoices for fuel purchases and sales from Aramco Company.

### Store Manager

#### ❑ Al Samaa Company. (Apr,2022 - Apr,2023)

- Create and implement effective sales strategies to meet company goals and drive revenue growth.
- Lead, motivate, and manage the sales team, providing guidance, support, and training to achieve sales targets.
- Build and maintain strong relationships with key clients, addressing their needs and ensuring high levels of customer satisfaction.
- Monitor and analyze sales performance data, preparing reports and providing insights to senior management for decision-making.

### Sales Manager

#### Foshia Textile Company. (Aug,2021 - Feb,2022)

- Develop and execute high-level sales strategies to drive revenue growth, market expansion, and achievement of company goals.
- Lead and manage a senior sales team, providing mentorship, coaching, and training to enhance their skills and performance.
- Oversee the execution of sales processes, including pipeline management, proposal development, and contract negotiations.

### Account Manager

#### ❑ Etisalat Egypt. (Oct,2020 - Aug,2021)

- Execute sales strategies to achieve company targets, increase market share, and drive revenue growth.
- Create and manage sales plans, including setting sales targets, forecasting, and budgeting.

### Public Registry Management

#### ❑ The General Authority for Food and Nutrition (Kuwait) . (Feb,2018 - Sep,2020)

- Responsible for sending and receiving mail and addressing all government groups.
- Preparing files for each entity separately and sending recommendations to management

### Sales Manager

#### ❑ Al Nada Company for Food Products (Feb,2017 - Aug,2020)

- Establishing the sales situation, following up with the region's agents, and following up on the competitiveness of the products.
- Provide exceptional customer service by addressing client inquiries, resolving issues, and ensuring client

satisfaction throughout the policy lifecycle.

## Sales Manager

❑ **Etisalat - United Arab Emirates.** (Feb,2010 – Dec,2016)

- Follow up on the sales process directly within the branch
- Evaluating performance and achieving the desired goal
- Prepare final reports and follow up on cash

## Accountant

❑ **Mido Bark Touristic Village.** (Oct,2006 – Dec,2009

- **Following up on the daily accounts of the hospitality client and making the necessary final accounts to determine the extent of achieving profits.**

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## CUSTOMER SERVICES SKILLS

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- A special course on sales and customer service from the Communications Academy (UAE).
- Deal directly with customers either by telephone, electronically or face to face.
- Respond promptly to customer inquiries.
- Handle and resolve customer complaints.
- Perform customer verifications.
- Process orders, forms, applications, and requests.
- Direct requests and unresolved issues to the designated resource
- Manage customers' accounts.
- Keep records of customer interactions and transactions
- Record details of inquiries, comments, and complaints
- Prepare and distribute customer activity reports.
- Communicate and coordinate with internal departments.
- Follow up on customer interaction.
- Provide feedback on the efficiency of the customer service process.
- Approaching customers and helping them with their needs.

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## CERTIFICATIONS

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- Microsoft Office, Internet & E-Mail (ICDL).
- Training courses for sales and customer service from the Communications Academy in the Emirates

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## PERSONAL SKILLS

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- work under pressure
- Working within a team
- Tact and good behavior
- Executing what is required quickly and accurately
- Seriousness, discipline and organization
- Managing and organizing work time
- Mastering crisis management
- Development for the better.

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## LANGUAGES

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- Arabic: Mother Tongue
- English: Very Good

Thank you for taking the time to review my curriculum vitae, I hope you feel a personal meeting would be beneficial.