

Ahmed Taha

SALES TEAM LEAD

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Profile

Dynamic and highly skilled Sales Team Lead, with over 8 years of hands-on experience in sales and a proven track record of success in achieving sales goals, combining sharp negotiation skills, deep product knowledge, and a results-driven mindset. I'm continuously driving team performance, exceeding targets, and delivering standout customer experiences in a fast-paced environment.

Experience

ELARABY Group – Sales Team Lead

July 2024 - Present

- Leading, motivating, and coaching a team of sales representatives to achieve individual and team sales targets.
- Setting clear goals and KPIs, and aligning team efforts with company sales strategies.
- Consistently meeting and exceeding sales targets within designated timeframes.
- Handling escalated customer issues and ensuring high levels of customer satisfaction.
- Coordinating and scheduling team shifts to ensure optimal floor coverage during peak hours.
- Collaborating with marketing and operations teams to support promotions and sales campaigns.
- Preparing performance reports and presenting insights to senior management.
- Maintaining up-to-date knowledge of market trends and competitive offerings.
- Collaborating with cross-functional teams to optimize sales strategies and performance.
- Aligning sales initiatives with marketing campaigns to maximize impact.
- Identifying high-potential team members and supporting their growth and development.

ELARABY Group – Sales Executive

Nov 2018 – July 2024

- Excelled at identifying cross-selling and up-selling opportunities to increase profit and maximize revenue.
- Addressed customer needs and provided tailored product recommendations and solutions.
- Proactively recommended complementary products and upgrades that meet customer needs, boosting overall sales.
- Demonstrates strong ability to increase basket size through strategic product bundling and persuasive selling techniques.
- Consistently drove sales growth by effectively promoting a wide range of company products beyond initial customer inquiries.
- Reported customer feedback and identified opportunities for product development and improvement.
- Handled customer inquiries and resolved complaints with efficiency and professionalism.

We – Telecom Egypt | Senior Sales Executive

Sep 2017 – Nov 2018

- Skilled at leveraging product knowledge to present tailored solutions that encourage customers to explore additional company offerings.
- Met and exceeded assigned sales targets and KPIs.
- Building and maintaining strong, long-term customer relationships.
- Prepared detailed sales reports and market feedback for management.

B. Tech | Sales Executive

Oct 2016 – Sep 2017

- Promoted B.Tech's product range, contributing to increased walk-in conversions.
- Followed up with clients to ensure satisfaction and encourage repeat business.
- Drove cross-sell and up-sell initiatives to boost revenue per client.

Education

Helwan University - Bachelor's degree in law

Courses & Certifications

- CCNA (2020)
- Advanced Negotiation Skills.
- Microsoft Office Basics (Word, Excel, PowerPoint... etc).
- Building Better Teams.
- Managing Different Generations.
- Design Thinking.
- Advanced Sales Skills.

Skills

- Leadership and mentoring.
- Effective communication and team collaboration.
- Customer relationship management.
- Organizational & time management skills.
- Customer-centric approach.
- Customer retention.
- Analytical thinking and problem-solving techniques.

Languages

- Arabic : Native
- English : Fair