



Ahmed Hussain

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ABOUT ME

Dynamic and results-driven Senior Sales Professional with over 7 years of experience in the furniture industry. Proven track record in driving revenue growth, establishing strong client relationships, and delivering exceptional customer service. Adept at identifying market trends, creating innovative sales strategies, and leading high-performing teams to achieve company goals. Known for exceptional communication skills, strategic thinking, and a passion for delivering excellence in every aspect of sales operations. Seeking to leverage my expertise and leadership skills to contribute to the success of a forward-thinking company in the KSA market.

Key Achievements

- Successfully increased sales by 7 year-over-year through strategic planning and execution.
- Established and maintained relationships with key clients, resulting in 35% client retention.
- Led a sales team to exceed quarterly targets consistently by 32%.
- Developed and implemented innovative sales strategies that resulted in a 13% increase in market share.

WORK EXPERIENCE

Showroom Manager (Home Bronze Company)- from 2024to2025

Selecting display codes and ordering them from the warehouse.
Receiving the required codes and transferring them to the showroom balance.
Following up with various departments to coordinate product display methods within the showroom.
Following up with the sales team and providing support to achieve sales goals.
Submitting daily and monthly reports to senior management.

Senior Customer Service Officer - at Midas Home Furniture - from 2018 to2024

- Providing assistance to customers via phone, email, and live chat, ensuring prompt and effective responses to their inquiries.
- Handling customer complaints and resolving issues professionally to ensure their complete satisfaction.
- Tracking customer orders from the moment the order is placed until delivery, ensuring that customer needs are met accurately.
- Providing accurate information about products and services, and assisting in guiding customers toward suitable options.
- Training and mentoring new customer service team members to ensure excellent customer service delivery

Senior Sales Representative - at Midas Home Furniture - jeddah - Saudi Arabia(2013- 2018

- Working to achieve or exceed monthly and quarterly targets through effective sales strategies.
- Providing comprehensive information about products and services to customers and offering professional advice to meet their needs.

- Organizing and conducting presentations for products and services to potential customers to enhance sales.
- Conducting market research and analyzing data to identify new opportunities and trends in the market.
- Preparing regular reports on sales performance, analyzing sales results, and providing recommendations for performance improvements.
- Collaborating closely with marketing and technical support teams to ensure outstanding services delivery to customers.

B2B sales outdoor representative- at Asaad Air Conditioning Company from(2013 – 2010)

- Job summary:
- The B2B sales outdoor representative is responsible for generating leads, closing sales, and maintaining relationships with business clients within assigned territories. This role involves face-to-face interaction with potential and existing customers to present sales proposals, inform them of product benefits.

key Responsibilities:

- *-Lead generation *:Identify and qualify potential business clients through networking, cold calling, and other methods.
- *-Sales presentations*:conduct face-to-face meetings with clients to present sales proposals and demonstrate product features.
- *-customer Relationship management *:Build and maintain strong relationships with clients to ensure repeat business and customer satisfaction.
- *-Negotiation*: Negotiate terms and close sales with business clients.
- *-Market analysis *:Stay updated on market trends and competitor activities to adjust sales strategies accordingly.

EDUCATION

- - Bachelor of Science and Education, Al-Azhar University, Class of 2006
- - General Diploma in Planning and Development, Class of 2007
- - Special Diploma in Teaching Methods, Class of 2008

skills

- Ability to work under pressure.
- Accuracy and attention to detail.
- Ability to manage time effectively.
- Ability to adapt.
- Commitment and responsibility.
- Ability to find solutions to problems.
- Enjoy flexibility in dealing.
- Commitment to deadlines and organization.
- Self-development.
- Good appearance and behavior.
- Communication skills.
- Ability to work individually or in a team.

COURSES

- Excellence in customer service - 2022
- EMOTIONAL INTELLIGENCE TRAINING - 2022
- TELEPHONE SKILLS TRAINING - 2022
- AFTER SALES SERVICE - 2018
- HOSPITALITY DEPARTMENT TRAINER - 2011
- FOOD SAFETY (HACCP) - 2011
- Fire Brigade Certificate - Training Center 2010
- MASS COMPUTER COURSE (WINDOWS + EXCEL) - 2008
- ORGANIZING WORK FIELD & HUMAN RELATION SKILLS