

Mohamed Al-Numani

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SUMMARY

Account and Sales Manager with over 10 years of experience in client relationship management and sales strategy development. Proven track record in building and maintaining strong partnerships with restaurant chains and government entities. Skilled in team leadership, negotiation, and driving revenue growth through data-driven strategic planning. Technically proficient in CRM platforms, ERP systems, and business analytics tools.

EXPERIENCE

Noon Food

• Account Manager

Mar 2024 – Present

- Developed and on boarded over 150 new restaurants to the Noon platform.
- Increased offer adoption and customer engagement by 40% within 6 months.
- Collaborated with marketing to launch regional campaigns across Riyadh.

Foodics

• Customer Success Representative

Nov 2023 – Mar 2024

- Guided clients through renewals, license upgrades, and POS system enhancements.
- Achieved 95% customer satisfaction and retention rate.
- Supported product training and adoption for new clients across Saudi Arabia.

HungerStation

• Account Manager & Senior Account Manager

Sep 2018 – Sep 2023

- Managed 100+ vendor accounts and resolved over 300 annual financial/logistical issues.
- Led marketing initiatives that increased vendor engagement by 30%.
- Oversaw key partnerships contributing to over SAR 7 million in annual revenue.
- Awarded “Hero of the Month” in 2022 for outstanding performance.

ZK Teco Security Systems

• Sales Manager (Government Relations)

June 2013 – July 2018

- Managed communications and documentation for government classification and approvals.
 - Secured and negotiated government contracts worth SAR 2 million+.
 - Built relationships that expanded company presence in public sector markets.
 - Received “Hero of the Month” award in 2017 for top sales performance.
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SKILLS

Sales & Management

- Strategic Sales Planning & Forecasting
- Customer Journey Mapping & Experience Design
- Upselling & Cross-Selling Techniques
- KPI Tracking & Reporting
- Client Relations & Negotiation
- Team Leadership & Staff Training
- Conflict Resolution & Consumer Behavior Analysis
- Market Analysis & Competitive Benchmarking

Technical Tools

- Salesforce CRM | Zoho CRM & Books
- Oracle ERP | SAP | Microsoft Dynamics
- Microsoft Power BI | Excel (Advanced: PivotTables, VLOOKUP)
- Google Workspace (Docs, Sheets, Forms)
- Slack, Trello, Asana | Microsoft Office Suite

ACTIVITIES

- Member of Saudi Restaurants Group (2020 – Present)
 - Managed partnerships and sales with over 60–70% of major restaurants in KSA
 - Contributed to over SAR 10 million in total sales
 - Led successful government classification processes and approvals
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PERSONAL STRENGTHS

- Highly organized and result-driven
 - Fast learner and tech-adaptive
 - Passionate about client success and satisfaction
 - Strong communication and presentation skills
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HONORS & AWARDS

HungerStation

- Hero of the Month Aug 2022

ZK Teco

- Hero of the Month Feb 2017
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EDUCATION

- Diploma in Marketing Feb 2013
 - Bachelor of Business Administration & Financial Management Feb 2013
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COURSES & CERTIFICATIONS

Coursera

- Sales and Marketing Fundamentals

HubSpot Academy

- Customer Care & Relationship Building

LinkedIn Learning

- Business Planning and Analysis

Google Digital Garage

- Advanced Marketing Strategies
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LANGUAGES

- Arabic: Native
- English: Fluent