

Yousef Mahmoud

Deputy Sales Manager

Phone: 01080351066 | **Address:** 11 Wabour El-Mayah Street, Hadaeq El-Zeitoun, Cairo, Egypt

Email: youssef.azazyl@gmail.com

Professional Summary:

Strategic and growth-oriented sales leader with over 13 years of experience across customer service, telesales, and industrial product sales. I bring a proven ability to build and lead high-performing teams, expand market presence, and drive sustainable revenue growth. Leveraging deep technical knowledge, hands-on experience with waterproofing systems, and certifications from BASF and Microsoft, I offer immediate value to any organization through operational excellence, client satisfaction, and business development. Recognized for spearheading national-level projects and transforming new business units into reputable market players.

Education:

Bachelor of Management Information Systems – Future Academy, Egypt, 2010 (Grade: Very Good)

Work Experience:

Deputy Sales Manager | Poly Proof for Waterproofing Technology, Egypt . **2021 – Present**

- Designed and executed nationwide sales strategies, leading a team of representatives and delivering consistent revenue growth.
- Played a critical role in building the company's market presence from the ground up, establishing its reputation in large-scale national projects like Mountain View, Toshka Canal, Fustat Garden, and El-Hamam Canal.
- Drove client acquisition and retention by implementing structured follow-up systems and ensuring personalized service for key accounts.
- Successfully resolved high-stakes client issues, improved after-sales support, and streamlined sales operations, directly contributing to the company's rapid market penetration and increased profitability.

Sales Representative | Al Raada for Waterproofing Materials, Egypt . **2016 – 2021**

- Delivered strong nationwide sales results across diverse project sites, ensuring company presence in both public and private sector projects.
- Generated and processed supply orders, monitored delivery schedules, and ensured on-time collections and payments.
- Established long-term client relationships and acted as the first point of contact for technical support and issue resolution.
- Boosted the brand's credibility and footprint in the construction market by leveraging strong negotiation and presentation skills.

Sales Representative | Omega Tread Industrial Lubricants, Egypt . **2014 – 2016**

- Prospected and onboarded top-tier industrial clients, including El Sewedy, Panasonic, and Oriental Weavers, significantly increasing market share.
- Drove consistent revenue through targeted sales efforts, technical presentations, and reliable client servicing.
- Managed product delivery and payment cycles, ensuring smooth transactions and client satisfaction.
- Contributed to the company's regional success through effective lead conversion and retention strategies.

Customer Service & Telesales | Eltrax Training Center, Egypt .

2011 – 2014

- Coordinated training logistics for engineering students, ensuring accurate class assignments and timely communication.
- Maintained a high level of student satisfaction by proactively managing cancellations and schedule changes.
- Conducted telesales campaigns for new training offerings and successfully converted leads into enrollments.
- Played a key role in driving course revenue through persuasive communication and targeted outreach.

Call Center Representative | Etisalat Misr, Egypt .

2010 – 2011

- Delivered frontline customer service, resolving technical issues and account inquiries for a large client base.
- Maintained detailed records of customer interactions and reported key feedback to management for service improvement.
- Handled escalations with professionalism, contributing to higher customer satisfaction and loyalty.
- Achieved top-tier performance metrics in resolution time and customer feedback scores.

Certifications:

- **BASF Construction Chemicals Egypt** – Waterproofing Systems (22 August 2016)
- **BASF Construction Chemicals Egypt** – Additives Mortar, Waterproofing, Repair & Grout Systems (25 July 2016)
- **Microsoft Office Specialist Certificate** (2014)

Skills:

Technical Skills:

- Proficient in Microsoft Office Suite (Word, Excel, PowerPoint) for reporting and presentations
- Skilled in Adobe Photoshop for basic marketing and promotional material design
- Advanced Sales Planning, CRM utilization (client tracking, pipeline management)
- B2B and industrial sales negotiation with decision-makers at high-value projects
- Sales analytics and performance tracking for informed decision-making

Soft Skills:

- Leadership and mentoring of sales teams to exceed targets
- Strong client relationship management and customer retention focus
- Persuasive communicator with high emotional intelligence
- Efficient in handling multi-site coordination and deadline-driven tasks
- Adaptability and problem-solving in fast-paced environments

Other Skills:

- Proven track record in market penetration and regional brand expansion
- Ability to analyze project opportunities and tailor solutions to client needs
- Cross-functional collaboration with logistics, operations, and finance teams

Languages:

- **Arabic:** Native
- **English:** Good