



KHALED ALI

Account Manager | Digital Ads
consultant | Snapchat MENA region



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khaled_gamal_elden@hotmail.com

EDUCATION

Bachelor of Commerce
Ain Shams university
2006 – 2010

ADDITIONAL SKILLS

- Management Skills
- Digital Marketing
- Negotiation
- Critical Thinking
- Communication Skills
- Negotiation

LANGUAGE

- English
- Arabic

CAREER OBJECTIVE

Seeking a challenging career opportunity in the administration field where I can use and enhance my skills and ability with co-operative teamwork and a suitable job that match my qualifications, and experience and enables further personal and professional development.

WORK EXPERIENCE

Genpact International Co.

2022 – Present

Account Manager | Digital Ads consultant | Snapchat MENA region

- Manage and grow client relationships by delivering innovative, data-driven Snapchat campaigns, optimizing performance, and driving upsell opportunities.
- Act as a product expert, increasing adoption of Snap's tools and providing technical support and best practices for campaign success.

Etisalat Masr

2012 – 2022

Corporate Account Management Senior Advisor

- Manage account requests and resolve complaints efficiently.
- Oversee key accounts with a 20M EGP portfolio.
- Collaborate across departments to ensure excellent customer service and case resolution.

Etisalat Masr

2010 – 2012

High-Value Customer Service Agent

- Deliver product and service information to high-value Etisalat Egypt customers with superior service.
- Resolve and retain customer complaints within SLA guidelines.

CERTIFICATIONS

Certified in Data Analysis

Certified Marketing Assistant

Communication skills