

MOHAMED NAGY ELSAIED

Sales in Charge | Telecom & B2B Sales Expert | UAE Market

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BRANDING STATEMENT

Helping UAE-based organizations accelerate revenue growth and expand their market presence by leveraging 8+ years of proven expertise in telecom sales, B2B account management, and high-performance team leadership across competitive Gulf and Egyptian markets.

SUMMARY

Senior Sales Leader with 8+ years of experience in telecom sales across both Egyptian and UAE markets, with a strong record of building teams, expanding customer portfolios, and driving consistent double-digit revenue growth. Progressed rapidly from Sales Representative to Sales Manager, overseeing multi-branch operations and enterprise B2B accounts at Telecom Egypt before transitioning to DU Telecom UAE. Brings a strategic, data-driven approach to sales planning

KEY SKILLS

- B2B Sales & Enterprise Account Management
- Sales Strategy & Revenue Growth
- Customer Relationship Management (CRM)
- Data Analytics & Sales Reporting
- Negotiation & Contract Closing
- Telecom Products & Services Expertise
- Team Leadership & Performance Coaching
- Strategic Planning & Market Expansion
- Odoo ERP & Microsoft Office Suite
- Microsoft Outlook, Excel, Word, PowerPoint

WORK EXPERIENCE

- Sales Executive May 2025 – Present
- DU Telecom Abu Dhabi, UAE
 - Developed and maintained strong customer loyalty programs aligned with UAE consumer expectations, achieving measurable increases in repeat business and client retention within the Abu Dhabi market.
 - Drove high-level B2B sales engagements with UAE-based enterprises and SMEs, securing large-scale telecom contracts and expanding DU's commercial footprint across key Abu Dhabi sectors.
 - Identified and pursued new business opportunities across the UAE market, contributing to consistent pipeline growth and an estimated 20% increase in new account acquisitions within the first months of tenure.
 - Elevated DU brand awareness through strategic sales campaigns tailored to the UAE market dynamics, improving market visibility and competitive positioning against key regional players.
 - Collaborated with internal teams including marketing, product, and customer service to ensure seamless client onboarding and post-sale satisfaction, supporting DU's UAE customer experience

- Maintained accurate CRM records and sales reports using Odoo and Microsoft Office, ensuring full visibility of pipeline activity and performance metrics for UAE management reporting.

- **Sales Manager**

Jun. 2021 – May 2025

- **Telecom Egypt**

Cairo, Egypt

- Led and managed the full sales department across multiple national branches, overseeing a team of 15+ sales professionals and driving consistent achievement of monthly and quarterly revenue targets.
 - Developed and executed strategic sales plans that expanded the active customer base by an estimated 35% over a 4-year tenure, with sustained double-digit revenue growth year-on-year.
 - Collaborated with marketing and product development departments to ensure brand consistency and aligned go-to-market strategies across all channels, improving campaign conversion rates by approximately 25%.
 - Implemented performance management frameworks and KPI dashboards for the sales team, improving individual accountability and elevating average team target achievement from 80% to 97%.
 - Managed sales operations across all branches nationwide, standardizing processes and reducing administrative overhead by an estimated 20% through structured workflow improvements.
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- **Sales Supervisor**

Aug. 2018 – Jun. 2021

- **Etisalat Egypt (e&)**

Cairo, Egypt - Egypt

- Supervised and directed a field sales team, distributing tasks and providing hands-on guidance that improved team sales output by an estimated 30% within the first year.
 - Developed and executed periodic sales plans (daily, weekly, monthly), ensuring consistent alignment with organizational targets and achieving an average of 95%+ quota fulfillment.
 - Managed end-to-end delivery procedures and order processing workflows, reducing order fulfillment errors by approximately 25% through improved coordination and follow-up protocols.
 - Resolved customer escalations and complex service issues with a first-contact resolution rate above 88%, maintaining high satisfaction scores across the managed client portfolio.
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- **Sales Representative**

Oct. 2016 – Aug. 2018

- **Etisalat Egypt (e&)**

Cairo, Egypt

- Delivered comprehensive presentations of Etisalat's full product and service portfolio to prospective and existing customers, driving purchase decisions and contributing to an estimated 20% increase in individual monthly sales targets.
- Identified and addressed customer problems and service issues with a proactive, solution-oriented approach, achieving a first-contact resolution rate of approximately 85% and maintaining high satisfaction levels across the assigned client base.
- Developed and maintained clear daily, weekly, and monthly work plans with periodic reviews and improvements, ensuring consistent pipeline activity and an average target achievement rate above 95%.

EDUCATION

- **MBA – Master of Business Administration (In Progress)- Zagazig University | Egypt**
 - Bachelor's Degree in Commerce – Accounting Major **Obour Institute**
 - **Graduation: May 2016 Grade: Very Good with Honors**
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COURSES & CERTIFICATES

- **PFA – Professional Financial Advisor Certification**
 - **MKCL – Digital Skills & Technology Program**
 - **Sales Master – Advanced Sales Techniques Program**
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LANGUAGE

- **Arabic:** Native – Mother Tongue
 - **English:** Very Good
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"References available upon request"