

Ramy A. Alessawy

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Professional Summary

Results-driven Project Manager and Customer Success professional with extensive experience in engineering, customer service, and administrative roles across diverse industries. Proven ability to lead cross-functional teams, manage complex projects, optimize processes, and deliver exceptional client experiences. Adept at problem-solving, risk management, and fostering collaboration to achieve organizational goals.

Key Skills

Project Management, Team Leadership, Customer Success & Account Management, Process Improvement, Material Tracking & Oversight, Budget Management, Risk Assessment & Mitigation, Civil & Structural Engineering, Customer Service, Microsoft Office Suite, Communication & Collaboration, Problem Solving

Professional Experience

Senior Sales Engineer – Energya Steel Fabrication, Egypt (2025 – Present)

- Develop and execute sales strategies for local and international markets.
- Identify and secure new business opportunities across infrastructure, energy, industrial, and steel structure sectors.
- Submit technical and commercial proposals, RFQs, tenders, and contract documentation.
- Lead negotiations with clients, consultants, EPC contractors, and project stakeholders.
- Build and maintain strong relationships with customers across the Middle East, Africa, Europe, and North & South America.
- Coordinate with engineering, estimation, production, planning, and procurement teams to ensure successful project execution.
- Manage the complete sales cycle from lead generation to contract award and project handover.
- Represent Energya Steel Fabrication at international exhibitions, trade fairs, conferences, and industry events.
- Conduct company presentations and technical meetings for prospective clients and strategic partners.

- Organize and lead factory visits, audits, and qualification assessments for local and international customers.
- Support market expansion initiatives and develop strategic partnerships in target regions.
- Monitor industry trends, competitor activities, and emerging market opportunities.
- Successfully finalize commercial agreements and long-term partnerships with local and international clients.

Key Achievements:

- Expanded business opportunities in regional and international markets.
- Supported qualification and approval processes with major EPC contractors and utility companies.
- Strengthened client relationships through technical expertise and professional representation of the company.

Project Manager – Energys Steel Fabrication, Egypt (2024 – 2025)

- Defined project scope, goals, and deliverables with stakeholders.
- Coordinated with internal teams and contractors to ensure project alignment.
- Monitored production progress, tracked milestones, and identified bottlenecks.
- Oversaw material lists, procurement, and inventory to prevent delays.
- Led cross-functional teams, fostering accountability and continuous improvement.
- Managed project budgets, identified cost savings, and mitigated risks.
- Maintained client communication, provided progress updates, and addressed feedback.
- Generated detailed project reports and maintained accurate documentation.

Customer Success Manager – Parent - Canada (Remote), Cairo, Egypt (2023)

- Managed onboarding and account success for 100+ Canadian clients.
- Provided training webinars and follow-up sessions to ensure client satisfaction.
- Collaborated with teams to improve efficiency and client retention.
- Acted as client advocate for product feature improvements.

Customer Service Specialist – ARB USA Account – Cairo, Egypt (2022 – 2023)

- Provided product support and information to clients.
- Resolved customer inquiries, complaints, and service issues.
- Maintained detailed customer account records.

Customer Service Specialist – AT&T USA Account – Teleperformance, Cairo, Egypt (2021 – 2022)

- Handled order placements, troubleshooting, and scheduling repairs.
- Maintained accurate customer database records.
- Trained and mentored new hires.

Structural Engineer – Public Authority for Sport, Kuwait (2018 – 2020)

- Planned and performed scheduled maintenance.
- Diagnosed faults and supervised technical staff.
- Led repairs and equipment oversight.

Civil Engineer – Ability/Al-Qudra Corb Company, Kuwait (2017 – 2018)

- Coordinated shop drawings and prepared work orders.
- Reported directly to Senior Structure Engineer.

Structural Engineer (Shop Drawing) – General Administration of Customs / Arascom International, Kuwait (2015 – 2017)

- Prepared shop drawings and coordinated with engineering teams.
- Issued work orders and ensured quality standards.

Office Manager – Global Consultant, Kuwait City (2015)

- Oversaw daily office operations, schedules, and travel arrangements.
- Supervised and trained staff to ensure productivity.
- Managed procurement, contracts, and reporting.

Education

Bachelor of Civil Engineering – Arab Academy for Science, Technology & Maritime Transportation, Cairo (2009 – 2014)

Languages

Arabic (Native), English