Career Objective:-

To obtain a challenging and competitive job in a position at a reputable firm that would take max Advantage of my skills in “**Business Development”** of **FMCG, Logistics, Supply Chain and IT** Industries experience.

Profile:-

**Eslam Farouk Ibrahim**

More than 10 years experience in FMCG, Logistics, Supply Chain and IT Industries.

* Business Development Manager – Key Account Manager
* Project Manager.
* Operation Manager.
* Key Account Manager.
* IT Section Head.
* System Engineer.

Professional career:-

Areas of Strength

**Business Development**

**Technical Training Executive**

**Project Management**

**Operations Management**

**Market Filed Auditing**

**Services Management**

**Information Tech Management**

**Services Design Transition**

**Services Delivery Operation**

**Business Continuity Plan**

**Disaster Recovery Plan**

**Systems Administration**

* **Business Analytical**

Logistic Trading & Distribution.

(ULKER –HAYATE EGYPT– YAM FOODS) Auth. Distributor Delta Region

Period (Jan 2014 to – March 2016)   
Title: -  
 Leadership of more than 60 employees working different departments  
 (Sales& Marketing – Business Support - Warehousing – Fleet – IT)   
- Business Development Manager.

* Project Manager.
* Key Account Manager (Foods & Beverages Sector).

Business Development Manager - Key Account Manager (2 YEARS)

Main Duties:

Lead and manage the development of sales and other operations to help the company develop plans and strategies for growth within the company,

And follow-up applications that would raise and improve work efficiency of the work required to achieve the desired vision.

Functional Characterization & Responsibilities:   
Submit to adopt proposals to help improve performance and reduce costs.

* Follow-up to the company's business on a regular basis through observations departmental directors and performance measurement and find out distractions and issue instructions to address these deviations.
* Follow up the implementation of all instructions and regulations for the completion of work of the institution in a manner designed to make a profit and the completion of the company's goals.
* Company representation in front of others in front of the official government bodies.
* Enter into contracts and agreements on behalf of the company with customers and follow up on their business and the size of their growth and enhance opportunities for the development of their business with the company.
* Study and discussion of contracts and transactions relating to the purchase of goods and access to agencies from local companies or foreign.
* Discuss performance reports submitted by the department managers and take the necessary decisions.
* Adoption of monthly and quarterly annual budgets for the departments as well as discussed and gives them guidance.
* Discuss insurance contracts on workers and property before its conclusion and make any amendment that would benefit the company and enhance its position.
* Develop a revenue growth strategy by scoping and setting up new Sales channels, building networks of distributors and undertaking necessary scoping, evaluation, negotiation and establishing Customer contracts.
* Preparation of annual work plans, according to statistics and semantics can be measured.
* Participating in the proposal long and short strategic plans (study and analysis).
* Study the periodic reports on achievements and compare objectivity plans.

Study of the annual reports on the planned business has and what has been accomplished and the reasons that have prevented the implementation of any part of it.

* study the organizational structure and work with senior management to update and activated according to the "variables
* Development job description for integrated functions which enhances the institutional work and reduces duplication.
* prepare decisions on the terms of reference departments and sections and the statement of the vertical and horizontal relationship
* Identify training needs in accordance "with the requirements and business needs.
* Lay the foundations for the organization of work methods by simplifying work procedures and clarity.
* Preparation of various regulatory evidence own work procedures (regulatory guide).
* Analyzing Business by SWOT Analysis Method Based on Filed Research and movement VS Competition.
* Keep applying and follow up Mission & vision execution and updating Company portfolio.

* Activities related With Customers in Field Market Administration:-

In Field:-

* Updating Current and Potentials Customer database.
* Handling Current Customers and Develop Their Business Needs.
* Keep Customers Regular visit to insure that sales fundamentals and assessments are applied.
* Meet New Customers and Present company portfolio.
* Market Research and Competitors News.
* Area Demographic update and Customer trade channels.
* Regularly Business reviewing via analytical system.

Developing Individuals:-

* Train New Sales Team (sales rep – merchandisers – Helpers)
* Keep Update Train for senior team (SSS Team – WS Team – Junior Supervisor)
* Training sales Team on the basics of selling style sales convincing handling of objections.
* Train Supervisors and Unit Managers on Sales Analysis & Creating Effective Computerized Reports
* Moderate the in boarding program to new employees in sales department.
* Put training material for new training programs.
* Update all the training material to all the programs at the beginning of the fiscal year.

To equip the individual performance with necessary knowledge and skills to perform their roll.

Logistic Trading & Distribution.   
(ULKER –HAYATE EGYPT– YAM FOODS) Auth. Distributor - Delta Region

Project Manager (2 YEARS)

Main Projects:-

1. Professional Accounting (ERP System)

Implementation Supervise **Enterprise Resource Plan** System Replacing with Manual System.

1. (**Fully integrated system**)

Design Implementing Infra Structure, CCTV system, Database Server, FTP Service, ERP System, Mail Server, Domain Reservation, Print Service, and Attendance System).

1. New Project Business (YAM Foods)

Applying all Project Life Cycle with all needed and Formal Logs and Docs.

Initiation – Define & Planning Scope - Staff the project (Stakeholders) – Implement Project – Controlling Project (Time- Cost) – Evaluate project and get satisfaction.

*P&G* Distributor. (Speed Ahmed Hassan Group) 2000 Employee  
 Delta Region & 6 October (Manipulation Center)

Title: - (Jan-2006 to – Jan 2014)

* IT Senior System Engineer - Section Head.
* Project Manager (Coordinating with IT Team – CBD Team)
* Sales Technical Training. (Speed Academy Project)
* Executive Assistant Business Development Director.

IT Senior System Engineer - Section Head (8 YEARS)

***Technical Duties: -***

* Hardware Maintenance & Software Trouble Shooting.
* Networking infrastructure designing and implementing.
* Network Devices Managing & configuring (Fire wall – Routers – Switches – Leased Line)
* Designing and implementing Security Schema.
* Managing SQL database through ERP system.
* Managing and configuring (point of sale) devices.
* Hand Held and windows mobile.
* Configuring and monitoring all servers’ roles.

(DC - ISA – MAIL – WEB - FTP – SQL – LCS – CCTV – CITRIX – VPN - Symantec – SYS AID)

* Backup & Restoring Procedures.

***Management and Administration Duties: -***

* Tasks Distribution between stuff working with (projects Management) to raise work efficiency.
* Training all staff with new technology for raise work efficiency.
* Prefer to applying areas of information technology strategies on annual plans long-term OGSM.
* Working with short action plan (Working with short-term development plans)
* Document all process and standardization it (SOP).
* Participation and supervision of the implementation of SYS AID ticketing system.
* Using R&R (reasonable and responsibility) System for best tasks distribution.
* Receive business plans, analyze expenses, discuss with the IT Manager IT plans and SLAs, provide inputs on manpower hardware and software cost and effort, and projects needed to be outsourced to prepare the IT strategy plans.
* Managing all functions of project life cycle from initiation to requirement finalization, scoping, estimation, scheduling, Control & KPI definition and delivery.
* Involved in System analysis, analyzing the workflow and collecting the technical requirements, report writing, writing contracts and change request forms, reporting to upper managers, status reports for the customers.
* Working to develop Business Continuity Plan Discuss and clarify steps of EAP, DRP.
* Discuss Quarter & Annual Department Budget with IT Director.
* Contracting with vendors & suppliers.
* Working as Key Member with Internal Auditing Team from P&G to make sure that global assessments are applied (GDA Team).
* *P&G* Distributor. (Speed Ahmed Hassan Group) 2000 Employee  
   Delta Region & 6 October (Manipulation Center)
* Title: - (Jan-2006 to – Jan 2014)

Project Manager (Coordinating with IT Team – CBD Team) (6 YEARS)

Sample Projects Managed by:-

1-Designing & Implementing Distribution Center (Mansoura Branch)

Planning & implementing new Infrastructure for new Distribution Site & moving old Data Center.

2- 1-Designing & Implementing Distribution Center (Damietta Branch)

Planning & implementing new Infrastructure for new Distribution Site & moving old Data Center.

3-Designing & Implementing CCTV system For Warehousing and DCs

Planning & implementing security System for warehouse and Distribution Center.

4- Deployment New Handheld With new Sales Force Automation

Applying all Project Life Cycle with all needed and Formal Logs and Docs.

5- Speed Academy (Training Technical Academy)

That was a proposal by,

In such industries always should also be training and development individuals.

And in order to do the main cycle in the enterprise development and advancement of its performance in the face of challenges amid competitors.

So we have established this academy and participated in all the departments of different kinds

We started work on the training and development of sales professionals and a team of logistics and new employees also.

And always collecting and developing scientific material.

Initiation – Define & Planning the Scope - Staff the project (Stakeholders) – Implement Project – Controlling Project (Time- Cost) – Evaluate project and get satisfaction.

*P&G* Distributor. (Speed Ahmed Hassan Group) 2000 Employee  
 Delta Region & 6 October (Manipulation Center)

Title: - (Jan-2006 to – Jan 2014)

Executive Assistant Business Development Director (4 YEARS)  
Technical Training Executive

* Updating Current and Potentials Customer database.
* Updating company portfolio thought Company Official Web Site.
* Market Research and Competitors News.
* Area Demographic update and Customer trade channels.
* Regularly Business reviewing via analytical system.
* Train New Sales Team (sales rip – merchandisers – Helpers)
* Keep Update Train for senior team (SSS Team – WS Team – Junior Super Visor)
* Training sales Team on the basics of selling style sales convincing handling of objections.
* Train Supervisors and Unit Managers on Sales Analysis & Creating Effective Computerized Reports
* Moderate the in boarding program to new employees in sales department.
* Put training material for new training programs.
* Update all the training material to all the programs at the beginning of the fiscal year.

Nile academy for science. (1YEAR)  
 (Title) Infra Structure Manager – Official Training Project

Period (April 2005 to February 2006) (1500 Users)

Main Duties:

* + **Technical Responsibilities: -**
  + **Networking infrastructure designing and implementing.**
  + **Designing and implementing Security Schema.**
  + **Configuring and monitoring all servers’ roles.**
  + **(DC - ISA – MAIL – FTP – SQL – CCTV – CITRIX – SAN Storage)**
  + **Backup & Restoring Procedures.**
  + **Official Training Project: -**
  + **MCSE Instructor.**

Own Projects:

1. VERSAY International Co (Technology Solutions – Business Solutions)
2. AL-NOKHBA Hospital (Technology Solutions)
3. Hair Do Cosmetics Distribution (Technology Solutions)
4. Freedom and Justice Egyptian Party (Technology Solutions)
5. Al-ASEEL Factory (Technology Solutions – Business Solutions)
6. JUHINA Distributor (Technology Solutions)
7. PERFECT Training (Technology Solutions – Business Solutions)
8. AL-FRASH Group Iron Trade (Technology Solutions – Business Solutions)
9. ART “Arab Radio & Television” (Technology Solutions)

**Regards**

**Eslam Farouk**

Powers:-

* Leadership.
* Ability to take decision.
* Ability to manage time.
* Communication skills (interpersonal).
* Good-looking and dressed.
* Ability to manage meetings.
* Discipline and a good example.
* Speed and accuracy of achievement.
* Ability to personnel management
* Awareness and understanding with the ability to link and analysis of the variables in the community.

- Bachelor of LAW 2002****

* (PMP) Project Management Professional “Amide East Center”.
* (E. Commerce & E. Business) AUC Business administration Center.
* Mini MBA Self Study.
* (TOT) Train Sales Trainer. “P&G Team”
* (CBD) Customer Business Development Collage. “P&G Team”
* Sales Analysis. “P&G Team”
* Effective method in addressing objections. “P&G Team”
* Communication Skills. “Logic Management Consulting”.
* Coaching & Time Management. “P&G Team”
* Sales Collage Initial Training. “P&G Team”
* (A+). (Hardware maintenance & operating systems troubleshooting). IBM systems.
* (MCSA) Security. Microsoft certified System Administrator 2003 - 2008.
* (MCSE) Security. Microsoft certified System Engineer 2003 – 2008.
* (MCTS) Security. Microsoft certified Technology Specialist - 2008 Systems.
* (CCNA). Cisco Certified Network Associate.
* (CIW). Network, Internet fundamentals (security, browsing).
* (Red hat power user & Red hat administration) Linux Systems.

- Native Arabic.  
- Good English Reading, Writing, Speaking  
- Date of Birth : 4th December 1980  
- Marital Status : Married (2 Child)   
- Nationality : Egypt  
- Military Status : Exempted

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