**Ahmed**

**Ahmed.366224@2freemail.com**

**Work experience**

March 2015 - Dec Progress Security and Safety systems / UAE

2016 **Technical Sales Engineer**

**Responsibilities**

Identifies current and future customer service requirements by establishing personal rapport with potential and actual customers and other persons in a position to understand service requirements. Provides product, service, or equipment technical and engineering information by answering questions and requests.

Identify and collect database and analyze the opportunities in the market place by seeking out and researching prospective projects through phone calls, attending meetings and conferences. Preparing tenders, proposals and quotation.

Negotiating contracts, terms and conditions.

Managing the sales cycle according to timetables agreed upon.

Schedule appointments with key clients to introduce the company and its products and services and provide proposals according to the client’s requirement.

Managing and maintaining long term relationships with existing clients.

Respond to clients technical and commercial inquires and keep them informed of new developments or changes.

For timely execution of the sales contracts.

Follow up on project status and submitted quotations and update with any information relevant to the order.

Coordinate service engineer visits to site and ensure final approval on time and monitor the performance of the work.

Offer after sales services to the clients and perform visits if necessary. Getting approval for new products from MOI/MCC regulation.

Resolve customer complaints regarding material, equipment and service.

Dec 2013 - Jan 2015 CompuGeorge / Egypt

**Site Engineer**

**Responsibilities**

Conducting Site Surveys.

Wiring and Termination of access control PCBs (Printed Circuit Boards).

Configuration, Testing and commissioning of field devices i.e. Readers, Cameras, DVRs and NVRs. Deployment the front end software (Lenel OnGuard and Milestone) server.

Computer Hardware and Operating System Software installing, maintaining and troubleshooting.

**Other professional experiences, references**

Apache Corp. / Egypt

Valeo / Egypt

Halliburton / Egypt

Hp / Egypt

Carrefour Measam City Centre / Dubai

British Council / Abu Dhabi

Neighborhood One Residence - Masdar City / Abu Dhabi

**Education**

2007 - 2012

University of Modern Science and Arts (MSA), Egypt

Bachelor of Electrical Communication & Electronics Systems Engineering.

*(In collaboration with Greenwich University in London)*

**Certificates and Courses**

S2 Basic Seucrity Systems

Attending Kit academic CCNA workshop {90 C.R}

Time Management session sponsored by Career Gates

Business & Communication skills course

**Other skills and abilities**

**Language proficiency:**

**Driver's license:**

**Other skills and abilities:**

Arabic native speaker

English expert, interpreting

Groups

Excellent knowledge of: MS Word & MS PowerPoint. Knowledge on computer system (software & Hardware). Good Communication Skills.

Responsible, creative & Self-motivated. Fast Flexible Learner.

Understand how to communicate difficult/sensitive information tactfully. Resolve and/or escalate issues in a timely fashion.

Deliver engaging, informative, well-organized presentations.