



HUSHAM BABIKER

SALES ACCOUNT MANAGER

CONTACT

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Dubai- Business Bay- Marrasi drive

EDUCATION

Bachelor of Business Management
University of Khartoum 2009- 2013

COURSES

B2B
SM Corporate sales associate
Networks and IOT systems

GCC- clients culture

Customer centric

SKILLS

Communication	██████████
Presentation skills	██████████
Research skills	██████████
Data Management	██████████
Knowledge acquisition	██████████
CRM	██████████
ERP	██████████
Attention to details	██████████
Customer service skills	██████████
SAAS	██████████
MS office suite	██████████

WORK EXPERIENCE

SALES & CUSTOMER EXPERIENCE COORDINATOR -DUBAI
HERMES PARIS | 2022 - PRESENT

- Managing a portfolio of +200 VIP clients generating over 5+ million quarterly.
- Build and manage trusted relationships with key accounts, ensuring a positive customer experience and driving revenue growth.
- Participating in financial, procurement activities.
- Cater to 100% of client queries through emails, phone and whatsapp regarding (product information, product availability, order follow up, delivery, return procedures, claim, miscellaneous).
- Work closely with over 200 accounts and increased the annual retention rate by 4%.
- Follow up the returns, and once quality control is successful, proceed to the validation of the exchange or refund

SALES ACCOUNT MANAGER-DUBAI
TELTONIKA NETWORKS IOT GROUP | 2017 - 2022

- Contribute to market research, including identifying market potential and finding opportunities for growth
- Build and maintain long-term relationships with new and existing customers through daily contact, presentations, and frequent visits.
- Closing B2B process with various sales channels including distributors, value added resellers and integrators.
- Prepare commercial offers and ensure contracts to achieve assigned sales goals
- Attend exhibitions/meetings abroad to represent Teltonika Networks and its products with solutions
- Collaborate with the technical support department and product specialists to address customer requirements

SALES ACCOUNT MANAGER-SAUDIA ARABIA
STC 2014 - 2020

SALES EXECUTIVE
SAUDI ARABIAN AIRLINES | 2013- 2014

REFERENCES

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