



Doaa Agami

Account Manager



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OBJECTIVE

I am seeking long term employment with a company that will utilize my experience, my skills obtained through hard work, and my enthusiasm for learning.

EXPERIENCE

Account Manager

SMSA EXPRESS / Head office / Feb 2023- to present

Duties & Responsibilities:

- Secure new leads locally & internationally.
- Develop sales strategy to achieve sales goals and revenues.
- Introduce company services and participate in face-to-face meeting.
- Have continued engagement with customers to maintain close relationships and ensure ongoing success with accounts and ensures customer satisfaction.
- Organize, update and keep records of customer information.
- Conducts negotiations with the customer and pricing department to reach agreeable rates.
- Resolve customer complaints regarding sales, service and contract issues.
- Responsible for maintaining goals and reporting weekly to Manager.
- Perform any other duties that may be assigned or required.

Senior Sales Executive

Dispatch Global Group / 6th OCT Branch / 2nd period OCT 2021 – APR 2022

Duties & Responsibilities:

- Secure new customers who have not previously used the company services.
- Retain existing client to increase volume and sales revenue.
- Participate in face-to-face meetings and introduce company services.
- Have continued engagement with customers to maintain close relationships and ensure ongoing success with accounts.
- Organize, update and keep records of customer information.
- Conducts negotiations with the customer and pricing department to reach agreeable rates.
- Ensure customer satisfaction.

Key Account Manager

Pivot Logistics / Jeddah Branch / Mar 2017 - Aug 2018

Duties & Responsibilities:

- Generate new leads locally and internationally.
- Secure new customers who have not previously used the company services.
- Retain existing client to increase volume and sales revenue.
- Implementation of the set sales plans.
- Tele sales and outdoor meetings with clients.
- Attending exhibitions and fairs.
- Prepare and send offers.
- Assure maintenance and constant update of client database.
- Act as a liaison between sales and operation department.
- Complete closing process and ensure payment collection.
- Follow up on all obtained accounts concerning offers, sales status and after sales services.
- Follow defined quality and sales procedures while running sales activities.

LANGUAGE SKILLS

8 / 10

English

9 / 10

French

10 / 10

Arabic

PERSONAL INFO

- Date of Birth: 12/3/1986
- Marital Status: Separated

PERSONAL SKILLS

- Knowledge of freight forwarding and Logistics industry and terminologies.
- Responds promptly to customer needs and Solicits customer feedback to improve service.
- Ability to work under pressure.
- Good in handle with problems and excellent in communication skills.
- Positive attitude in teamwork and providing support for others; Excellent team worker (as both team leader or member).
- Ambitious, dynamic and good in making relationships easily & Enjoys challenges.

COMPUTER SKILLS

- Excellent Knowledge of Microsoft office (windows, word, access, power point, excel, outlook).
- Very Good Knowledge of Internet and Software.
- Very Good Knowledge of Information Technology.
- Very Good Knowledge of Internet Search Engine.

INTERESTS

- Scuba diving.
- Music.
- Travelling.
- Rowing.
- Swimming.

EXPERIENCE

Senior Sales Executive

Dispatch Global Group / 6th OCT Branch / 1st period Feb 2009 - May 2014

Duties & Responsibilities:

- Secure new customers who have not previously used the company services.
- Retain existing client to increase volume and sales revenue.
- Participate in face-to-face meetings and introduce company services.
- Have continued engagement with customers to maintain close relationships and ensure ongoing success with accounts.
- Organize, update and keep records of customer information.
- Conducts negotiations with the customer and pricing department to reach agreeable rates.
- Ensure customer satisfaction.

Sea Freight Coordinator

Unisas International freight / Head Office / Jan 2008 - Mar 2009

Duties & Responsibilities:

- Negotiating rates for air, sea and overland freight operations.
- Send routing and follow up with origin and update customer with status at all stages till shipment arrival.
- Follow Up with the carriers, forwarding agent and airline for the status of shipment arrival, to ensure the shipment is cleared and delivered to customer on time. Update system with POD.
- Support Sales team in quoting custom clearance quotations
- Prepare quotation for Freight & Custom Clearance job in coordination with Manager.
- Co-ordinate with Custom Broker in solving discrepancies / problem in documentation.
- Co-ordinate with Local Distribution/ vendors in arranging necessary trailers/trucks for the smooth delivery of the consignment/shipments by Air, Sea and Road.
- Update the tracking sheet with shipment status and send to the customer on daily basis.
- Create jobs in CONTROL for all air/ sea/overland export shipments.
- Complete Costing & Billing for Export jobs.
- Quote Agent & Customers for all air / sea /overland export inquiries.
- Quote Agents & Customers for all DDP & DDU shipments and co-ordinate with them on documentation requirements.
- Billing & Invoicing of service charges on the basis of Contracts & Quotations.
- Distribution of Invoices with attachments to Customers & concerned departments
- Immediate follow up of discrepancies.
- Collects & process the supplier invoices & forward to Finance for payments & to ensure the payments are made as per agreed terms.
- Interface between Finance & Customs Clearance Team for smooth document & transaction flow.
- Assists departmental staff on administrative task related to freight issues.

Temporary Job: Office Manager (for regional manager)

Mubasher Stock Net / French project / Jan 2007 - Jan 2008

2nd position: Sales & Sea Export Coordinator

1st position: Office Manager

Fancy Speed Cargo Systems / 2005-2007

CERTIFICATIONS

Production & Inventory Management Professional CPIM

Canadian Chamber Supply Chain Management Diploma / April 2021 - July 2021

Course Include:

- Introduction to Supply Chain Management
- Master Planning
- Material Requirements Planning
- Material Requirements Planning
- Inventory Management
- Execution and Control
- Physical Distribution
- Continuous Improvement

*Certification accredited from the Management Institute of Management & Training in Canada:
www.canadianmti.ca*

Project Management Professional (PMP)

The Egyptian American Center - The Greek Campus / Feb 2021 – Apr 2021

Course Include:

- Project Scope Management
- Project Cost Management
- Project Schedule Management
- Project Quality Management
- Project Communication Management
- Project Risk Management
- Project Human Resources Management
- Project Procurement Management
- Project Stakeholders Management
- Project Integration Management
- Social and Professional Responsibilities

Certification accredited from the AIN SHAMS UNI, AUC and Ministry of Foreign Affairs in Egypt.

TRAINING

BRITISH CONCIL English Course (Upper -Intermediate Level) Apr 2021 – July 2021