



Daimler Certified Active Parts Field Specialist & Key Account Manager

Accomplished and strategic Key Account Manager with a proven track record in the automotive industry Certified by Daimler in Key Account Management and Active Parts Field Specialization, I possess deep expertise in managing high-value client accounts, driving customer satisfaction, and consistently achieving sales targets. Adept at identifying customer needs, negotiating contracts, and creating value-driven solutions, I am committed to fostering long-term client relationships and contributing to business growth.

Mohamed Bizal

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Skill Highlights

- Key Account Management & Development
- Strategic Relationship Building
- Sales Strategy & Execution
- Customer Retention & Loyalty
- Market Research & Analysis
- Contract Negotiation & Closing
- Cross-functional Team Leadership
- Revenue Growth & Budget Management
- Service-focused

Technical Skills

Customer Relationship Management (CRM) Tools - Proficient

Microsoft Office Suite - Expert

ERP & EPC Automotive Programs - Expert

Languages

English – Professional

Tamil – Native

Hindi – Intermediate

Malayalam – Intermediate

Arabic - Intermediate

Interests

- Passionate about automotive industry trends and innovations.

- Engaged in continuous learning in sales strategy, customer relationship management, and leadership.

- Enjoys fitness activities, including cricket, to maintain a balanced lifestyle.

Experience

04/2015 to Present

Key Account Manager & Daimler Certified Parts Specialist - Al Haddad Motors, Bahrain

- Certification: Certified as a Key Account Manager in customer service and parts by Daimler Truck; Daimler Certified Mercedes-Benz Active Parts Field Specialist.
- Manage and grow relationships with key corporate clients, driving consistent revenue growth and ensuring high levels of customer satisfaction.
- Develop and implement strategic account plans tailored to client needs, resulting in increased sales and long-term partnerships.
- Conduct regular client meetings to assess needs, propose solutions, and negotiate contract terms, ensuring mutually beneficial agreements.
- Collaborate with internal teams, including sales, marketing, and service departments, to deliver a seamless customer experience.
- Analyze market trends and customer feedback to refine strategies and maintain a competitive edge in the industry.
- Achieved and exceeded annual sales targets, contributing significantly to the company's overall growth.

June 2011 – March 2015

Parts Sales and Inventory Control Executive - Ebrahim Khalil Kanoo, Bahrain

- Managed a portfolio of client accounts, ensuring timely fulfillment of orders and high levels of client satisfaction.
- Conducted market research to stay informed of industry trends and competitive activities, adjusting strategies accordingly.
- Developed and maintained strong relationships with clients, leading to repeat business and customer loyalty.
- Played a key role in optimizing inventory management processes, contributing to operational efficiency and cost savings.

Education

- Bachelor of Engineering - Anna University, India - Excellent

- Diploma in Electronics and Communication* - Tamil Nadu Technical Board, India – Excellent

Certifications

-Daimler Truck: Certified Key Account Manager in Customer Service and Parts

-Daimler: Certified Mercedes-Benz Active Parts Field Specialist

- Kaizen Implementation Award

- Telephone Techniques Workshop Award

- Influence Skills & Body Language Workshop Award

References

Available upon request