
SAMER ABOU FAKHER

Beirut, Lebanon ♦ +9613837053 ♦ sameraboufakher@outlook.com

LinkedIn: <https://www.linkedin.com/in/sameraboufakher123/>

PROFESSIONAL SUMMARY

Results-driven Regional Sales Account Manager with a proven track record in driving revenue growth and achieving outstanding results. Demonstrates exceptional organizational skills and meticulous attention to detail. Skilled in navigating the sales process to maximize team success and deliver exceptional customer value. Seeking an administrative role to manage account sales territory, contributing to both revenue growth and long-term organizational success. Committed to making a significant impact on overall company achievements through dedication and strategic sales management.

WORK HISTORY

Regional Sales Account Manager - Sales Engineer, 10/2020 - 10/2023

Engineering and Marketing International EMI - Beirut, Lebanon

EMI is an Exclusive Distributor and Channel Partner of Matrikon OPC, a Honeywell Process Solutions entity and the global leader in OPC connectivity.

We specialize in delivering cutting-edge solutions to clients in the Oil & Gas, Power, Petrochemical, and Water industries across MENA. Our esteemed clientele includes organizations such as Saudi Aramco, SABIC, ADNOC, PDO, SEC, SWCC, Maaden, KJO, and CIMAT. We collaborate closely with major system integrators like Honeywell, Schneider Electric, ABB, Yokogawa, Siemens, and others to provide comprehensive solutions.

- Consistently maintain an impressive sales record, engaging with top clients across the MENA region.
- Increased Sales by over 20%
- Demonstrate exceptional skills in lead generation, sales, and negotiation, consistently exceeding targets.
- Provide consultative support to customers, effectively communicating product benefits, overcoming objections, and closing sales.
- Drive business development initiatives, fostering strong customer relationships and surpassing expectations.
- Successfully manage a portfolio of accounts, ensuring long-term success and exceptional customer satisfaction.
- Successfully managed the renewal process for a portfolio of existing customers, ensuring timely and accurate contract renewals through proactive engagement and attention to detail
- Handled contract renewals, including negotiating terms, adjusting pricing, and amending contracts.
- Proactively address conflicts and deliver timely and effective solutions to customers.
- Efficiently manage the sales pipeline, ensuring a streamlined and organized sales process.
- Identified and capitalized on opportunities to upsell additional services or product features to existing customers
- Prepare comprehensive Techno-commercial Proposals (IFAT, FAT, and SAT) to present optimal solutions to clients.
- Read, analyze, and prepare Data Architecture to align solutions with client requirements.
- Resolve technical issues related to Matrikon OPC products using expertise in OPC UA & DA (OLE for Process Control).
- Possess in-depth knowledge of process control systems, including PLC, DCS, and Modbus

Solar Engineer, 01/2020 - Current

Freelance - Beirut, Lebanon

Designed and installed Residential PV systems up to 36KW, both single-phase and three-phase.

- Proficient in calculating load requirements, wire sizing, breaker selection, and fuse specifications according to NEC code.
- Experienced in grounding the entire PV system, including panels, inverters, and batteries.
- Worked with popular inverters such as Growatt, Felicity, and Deye.
- Skilled in connecting parallel inverters for three-phase or single-phase configurations.

Sales Engineer - Internal Sales, 06/2019 - 12/2019

KGN Global - Dubai, UAE

- Analyzed client inquiries and prepared accurate and timely quotations.
- Successfully negotiated and met deadlines for quotation submissions.
- Developed strong relationships with customers and prospects to gain a thorough understanding of their requirements.
- Efficiently planned job timescales to ensure smooth project execution.
- Assisted in bidding for new contracts and provided support in purchasing activities.
- Proactively communicated with customers to gather feedback on quotations and address any concerns.
- Effectively introduced and promoted our company to oil and gas fabrication companies in the GCC region.
- Demonstrated a comprehensive understanding of oil and gas instrumentation principles.
- Possess a strong knowledge of transmitters, particularly Honeywell Transmitters (Pressure, Temperature, Level, Differential Pressure).
- Proficient in instrumentation products such as gauges, manifolds, orifice plates, flanges, venturi tubes, valves, and diaphragm seals.

Internship, 08/2017 - 09/2017

ELECTRO DISTRIBUTION - Beirut, Lebanon

- Enhance the designs and drawings of the project
- Responsible for the calculation of the requested electrical panels and quotations received from the contractors.

Internship, 06/2017 - 08/2017

KHONAYSSER GROUP - Beirut, Lebanon

- Optimize the electrical panels for the AC generators
- Operate and maintain large alternating current (AC) generators

AWARDS, ACCOMPLISHMENTS, AND HONORS

- Consistently exceeded my sales targets and ranked in the top three.
- Represented my company at the Matrikon OPC User Conference held at the Honeywell office in Leicester, UK.
- Attended business trips to Saudi Arabia, meeting C-level customers at Honeywell, Schneider, Yokogawa, ABB, and other entities
- Achieved 2021 Channel Partner of the year EMEA Top Sales – Matrikon

SKILLS

- B2B Sales
- Software Sales Account Manager
- Lead Generation
- Renewal Management
- Salesforce
- OPC (Open Platform Communications)
- OPC DA & UA
- Cybersecurity
- Project Management
- Product Demonstration
- Closing Sales
- Pre-sales support
- Negotiation
- Customer Service
- Cross-Selling Opportunities
- Sales Forecasting
- Sales Strategy Development
- Problem-Solving
- Technical Proficiency
- Networking
- IT Skills
- Troubleshooting Skills
- MS Office
- Electrical Engineering

EDUCATION

Bachelor of Engineering: Electrical Engineering, 09/2012 - 12/2017

Notre Dame University - Lebanon

- ABET accredited
- NECHE accredited.

High School Diploma, 09/2010 - 06/2011

West Wood College - Lebanon

CERTIFICATIONS

- 03/01/22, OPC OVERVIEW AND CONCEPTS
- 03/01/22, PRACTICAL APPLICATIONS AND TROUBLESHOOTING
- 11/01/21, Five Shopfloor Data Connectivity Essentials for Digital Transformation - APAC
- 05/01/21, IIoT Essentials: Enterprise wide Shop-floor to Azure Connectivity with Matrikon and Microsoft
- 03/01/20, LEED Green Associate
- 01/01/18, Cisco Certified Network Associate (CCNA)

LANGUAGES

Arabic

Proficient (C2)

English

Proficient (C2)

REFERENCES

References available upon request.