

Joseph Khoury

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Objective:

Seeking a challenging leadership position in Sales and Business development, that requires advanced technical know-how combined with managerial experience

Profile:

- Mechanical engineer with 9 years of strong sales, technical and managerial experience in both established and startup businesses
- Experienced presenter, negotiator and closer
- Excellent track record with delivering revenue targets and managing client accounts

Qualifications:

- Expert in growing markets and enhancing business ventures in the purpose of expansion & profitability
- Strong interpersonal skills with the ability to self-motivate and drive a team
- Demonstrates an in-depth understanding of the sales cycle process while remaining focused on customer satisfaction throughout all roll out stages

Experience:

Oct'19-Present **Wilo Levant Platform (Lebanon, Syria, Jordan, Palestine)**

Beirut, Lebanon

Head of Sales Department

- Develop and implement country sales strategy & local go to market approach to achieve growth and profitability, in close collaboration with Managing Director
- Build relationships with major customers and conduct commercial negotiations. Ensure compliance to contractual obligations and liabilities.
- Build up local supply chain according to WILO supply chain strategy. Platform inventory management. Delivery of products, services and after sales services to customers
- Analyze and report customer satisfaction results. Technical help desk for local customers.
- Build up and develop sales structures/ KPIs within country in accordance with Group standards.
- Recruit, develop & support sales employees to achieve business objectives & highest engagement
- Contribute to Levant sales area strategy.

Mar'17-Oct'19 **COMFORT SYSTEMS MIDDLE EAST S.A.L**

Beirut, Lebanon

Sales Manager

- Founding member involved in all aspects of setting up the business; finding showroom, hiring team , creating accurate job descriptions, setting up financial agreements, implementing new sales policies and practices, Defined the sales cycle, and developed standards for customer relationship management
- Targeted and penetrated a competitive market by building brand awareness/trust from scratch. Sold hundreds of corporate accounts and converted many customers from competitors' services
- Achieved \$1 million in territory sales over the 1st year of startup launch, despite brand being new in market
- Built successful sales incentive plans and loyalty programs to recruit new business, followed by reliable after sales support
- Expanded product range from just air conditioning (Systemair-Haier) to fans, boilers, and pumps
- Planned and attended several trips to Italy, Germany, and China with aim to finalize contracts with suppliers and find new products for the Lebanese market

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Sep'15-Mar'17 **22 DEGREES S.A.L – DISTRIBUTOR OF DAIKIN INDUSTRIES Ltd**

Beirut, Lebanon

Sales Manager

- Conducted competitor analysis by keeping informed of market trends and competitor moves, in order to remain agile & gain market share
- Drafted and structured Techno-commercial proposals to secure agreements
- Directed Market & Brand Development activities for short and long term goals of the company
- Identifying and networking with prospective clients, providing them customized business solutions
- Mapping client's requirements and generating business from existing accounts while creating long term business partnerships & customer loyalty
- Responsible of leading, training and motivating sales team through performance-driven incentive programs, ensuring their career development and positive contribution to the company
- **Impact and Results:**
- Doubled territory sales in small and medium projects scope.
- Ranked #1 sales engineer in 2014, 2015, and 2016 by exceeding quota every year
- Demonstrated an unwavering commitment to customer service, adding new customers while maintaining premium service levels with existing accounts.

Aug'13-Sep'15 **22 DEGREES S.A.L – DISTRIBUTOR OF DAIKIN INDUSTRIES Ltd**

Beirut, Lebanon

Mechanical Engineer – Sales Department

- Establishing new accounts and services accounts by identifying potential customers; product selection, planning and organizing sales call schedule.
- Preparing cost estimates by studying blueprints, plans, and related customer documents; consulting with engineers, architects, and other professional and technical personnel.
- Negotiating tender and contract terms and conditions to meet both client and company needs
- Closing sales by agreeing on terms and conditions
- Providing pre-sales technical assistance and product education, and after-sales support services
- **Impact and Results:**
- Surpassed sales goal by 19% in 2014 and 14% in 2015

Feb'12- Aug'13 **ZOD SECURITY S.A.L**

Beirut, Lebanon

Mechanical Engineer – Firefighting Department

- Handling the Sales negotiations and closing the deals with the clients
- Follow up on existing clients and Electro-Mechanical contractors , targeting new potential prospects
- Continuous contact with the suppliers in order to solve problems, prices updates, products to be launched
- Providing consultancy services (Specs, AutoCAD Design, BOQ etc.) on firefighting systems.
- Investigating equipment failures and difficulties to diagnose faulty operation, and to make recommendations to maintenance crew while supervising the testing and commissioning until the final handover.

Education:

Bachelor of Engineering in Mechanical Engineering, (Sept 06- June 11)

Notre Dame University, Beirut, Lebanon

Holder of Lebanese Baccalaureate –Emphasis in General Sciences (Jun 2006)

Antonine Sisters School, Beirut- Lebanon

Languages:

Fluent in French, English and Arabic