

Professional Profile

An achievement-orientated Business Development professional with a demonstrated account of excellent sales and customer service skills. Consistently reaching targets both individually and within a team, sales objectives and plans steadily unravel through responsibility, reliability, and commitment.

Seeking a suitable challenge to grow professionally, and within a company as a whole.

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Career Summary

Key Account Manager

Feb. 2019 – Present

Arabnet

Beirut, Lebanon

- Leading on key accounts in several markets: Saudi Arabia, UAE, Kuwait & Oman
- Completed over 10 conferences and events and managed to achieve clients in different industries
- Develop trust relationships with a portfolio of major clients
- Acquire a thorough understanding of key customer needs and requirements
- Expand the relationships with existing customers by continuously proposing solutions that meet their objectives
- Ensure the correct products and services are delivered to customers in a timely manner
- Serve as the link of communication between key customers and internal teams
- Resolve any issues and problems faced by customers and deal with complaints to maintain trust
- Play an integral part in generating new sales that will turn into long-lasting relationships
- Prepare regular reports of progress and forecasts to internal and external stakeholders using key account metrics

Business Development Manager

Jan.2018 – Feb. 2019

OLX Group

Beirut, Lebanon

- Following up new business opportunities and setting up meetings
- Planning and preparing presentation
- Day-to-day Lead generation efforts in addition to cold calling
- Communicating new product development to prospective clients
- Overseeing the development of marketing literature
- Providing management with feedback

Senior Business Development Executive

Jan. 2016-Jan.2018

Arabnet

Beirut, Lebanon

- Building and maintaining Arabnet's client database
- Communication with Sponsors and Exhibitors to ensure fulfilling the deliverables
- Day-to-day follow up with Sponsors/Exhibitors
- Generating new leads from different markets through research and competitive analysis
- Preparing presentations and sales displays

- Attending conferences, meetings, and industry events

Senior Sales Executive

Oct. 2011 – Jan. 2016

Porsche Design

Beirut, Lebanon

- Identifies business opportunities and prospects; researching and analysing sales options.
- Selling products by establishing contact and developing relationships with prospects; recommending solutions.
- Maintaining relationships with clients by providing support, information, and guidance; Identifies product improvements or new products by remaining current on industry trends, market activities, and competitors.
- Preparing reports by collecting, analysing, and summarizing information.
- Maintains professional and technical knowledge by attending educational workshops
- Contributes to team effort by accomplishing related results as needed.

Assistant Manager

Jul. 2010 – Oct. 2011

Geox (HSTCo)

Beirut, Lebanon

- Making sure the shop floor runs smoothly
- Meet the store's monthly targets and handle budgets
- Recruit and train staff
- Deal with any enquiries and complaints and monitor customer service
- Serve customers as needed
- Put together the shifts
- Check that the products you sell are well displayed
- Managing deliveries

Crew Trainer

Jun. 2008 - Apr. 2010

T.G.I. Friday's (Americana)

Beirut, Lebanon

- Coordination and management of 10 trainees
- Development and execution of a training programme resulting in Team Coach promotion after 9 months
- Awarded Employee of the month 8 times.

Education

Bachelor's Degree in Marketing and Advertising

2010-2015

Lebanese International University

Baccalaureate Diploma (Socioeconomics)

2008-2009

Amjad High School

Skills

Arabic - Native Proficiency

English - Native Proficiency

Microsoft Office (Word, Access, Excel and PowerPoint)

Social Media: LinkedIn, Twitter, Snapchat and Facebook

Qualifications

NSO Training (Americana)	2009
Crew Trainer Certification	2009
Management Training	2010
WYDNER COACHES "Coaching for Indoor Sales & Negotiations" Certificate	2012
Successful Selling Strategies Certificate (Starmanship & Associates)	2014
The ValueSelling Framework Certificate ValueSelling Account Management	2018

Interests and Activities

- Attending seminars and events about Tech Business, Innovation, Digital Marketing, Advertising Technology, and Entrepreneurship.