

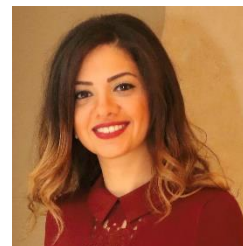
# PAMELA AYOUB

**Address:** Beirut, Lebanon

**Mobile:** +961-3-599297

**Email:** [pamelaayoub@hotmail.com](mailto:pamelaayoub@hotmail.com)

**DOB:** 15 June 1983



## SUMMARY

Customer-oriented, strategic-thinking sales professional with over 10 years of experience in building relationships, cultivating partnerships, retaining top accounts and growing profit channels. Multi-tasking and self-motivated leader with expertise in expanding network connections, persuasively introducing products, vendor relations, territory development and revealing customer needs to deliver solutions.

## SKILLS

- Negotiation Skills
- Account Management
- Business Development
- Presentation Skills
- Customer Service
- Problem Solving
- Customer Advisory
- Teamwork

## EXPERIENCE

### 08/2019 – 06/2020: Autonomous Database Sales Representative

#### Oracle, Lebanon

- Develop Oracle Cloud Sales opportunities in large named accounts and maintain customer relationships
- Promote and evangelize Oracle products to selected customers, partners, and internal audiences
- Develop relationships and collaborate with Oracle partners to define, recommend, and drive sales
- Producing customer specific proposals and attending customer meetings.
- Conducting sales presentations on Oracle Cloud Services at customer locations
- Engaging with pre-sales team for customer tailored presentations
- Upselling and Cross-Selling
- Develop and execute a sales plan that provides complete territory and sector specific coverage
- Meet with senior and C-Level customer contacts to build credibility and develop lasting relationships
- Contribute and lead in account planning, customer/market analysis, and strategy sessions

### 01/2014 – 08/2019: Sales Manager / Key Account Manager for Laserfiche Software & Tableau

#### BMB sal, Lebanon

- Managing and Developing direct business and sales activities of the Business Intelligence and Enterprise Content Management Department
- Opening up new opportunities in different territories and sectors
- Managing strategic and corporate large accounts in various sectors
- Meeting C level and senior contacts to appropriately position the company's solutions and services.
- Supporting and coaching the sales team
- Creating customer specific proposals, answering RFPs.
- Preparing and Conducting Strategic and Key Sales Presentations to Enterprise Accounts.
- Coordinating with presales and technical team regarding customer presentations, scope of work definition, projects handover, etc.
- Creating and Negotiating SLAs and contracts with partners, customers and different suppliers.
- Acting as liaison with various departments (Legal, Admin, Finance, HR, Marketing and Management).
- Speaker at yearly conference.
- Shortlisting CVs, interviewing and selecting sales and presales candidates.

**11/2011 – 12/2013: Group Marketing Manager**  
**BMB sal, Lebanon**

**09/2010 – 11/2011 : Administrative Assistant to the Information Management Officer**  
**US Embassy of Beirut, Lebanon**

- Creating, developing and maintaining the intranet portal of the Embassy on Microsoft SharePoint.
- Maintaining an inventory of the section's equipment
- Supervising the purchase of replacement equipment, spare parts and supplies.
- Writing technical general correspondence for internal distribution and external trade relations.

**11/2007 – 07/2010 : Sales Account Manager**  
**BMB sal, Lebanon**

- Identifying and developing sales opportunities
- Upselling and Cross-Selling.
- Preparing and Conducting sales presentations on Laserfiche ECM software
- Analysing customer needs and suggested tailored solutions
- Negotiating prices and conditions of SLA.
- Coordinating with technical team to provide services (installation, training, implementation, integration, etc.) according to the project plan and as agreed with the customer.
- Maintaining Sales Tools: CRM, ERP, Enterprise Content Management/Electronic Archiving and Records management.

**02/2005 – 10/2007: Operations Coordinator**  
**BMB sal, Lebanon**

- Responsible for the overall operations tasks of the division
- Negotiating Contracts with Resellers and Partners.
- Appoint new resellers in the MENA Region.
- Onboard and Arrange Technical and sales training for new resellers
- Provide Technical and Sales Support for Resellers
- Plan, Organize and Attend various marketing and sales events (Training Sessions, Roundtables, Workshops, Seminars, Yearly Conferences)
- Act as a liaison between Sales, Technical and Management Teams.

## **EDUCATION**

**2001-2004** Université Saint-Joseph, Lebanon  
**Bachelor of Science: Management of Information Systems**

**1999-2001** College des Soeurs du Rosaire, Lebanon  
**Lebanese Baccalaureat: Life Science**

## **TRAINING and CONFERENCES**

- Laserfiche International Conference and Training, Long Beach, California, 5 days training, in year 2010, 2014, 2015, 2016, 2017, 2018, 2019
- Qlik Qonnections 2016 Conference, Orlando, Florida, May 2016
- Tableau Partner Summit, Dubai, UAE in December 2017
- Oracle, 4 days Sales Training, Dubai, UAE in August 2019
- Oracle, 2 days Sales Training, Dubai, UAE in September 2019

## **LANGUAGE SKILLS**

English – Read, Write, Speak (Fluent)  
French – Read, Write, Speak (Fluent)  
Arabic – Mother Tongue

## **REFERENCES**

Chadi Hamoush | Gulf and LEENA Sales Manager at Oracle | [chadi.hamoush@oracle.com](mailto:chadi.hamoush@oracle.com) | +961-3-302046  
Nizar Ghannam | COO at BMB Group | [nizar.ghannam@bmbgroup.com](mailto:nizar.ghannam@bmbgroup.com) | +961-3-609961

Other References are available upon request