

Khaled Younes

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Summary

A senior ambitious energetic and enthusiastic person able to work under a high pressure challenging environment emphasizing at the same time integrity and hard work in pursuing his job.

Over 12 years of experience in IT Networking & Security Solutions with strong track record of providing outstanding end-to-end solutions and sales record of managing Large Accounts & Corporate Group , With a Huge network relation with end users & systems integrator's in additional to strong technical background which help me providing an accurate solution design which fit customers A Smart appearance and Professional in Communication with a Positive Attitude presenting to Large group of Company's Understanding about Market and Competitors Products, Strengths in securing new business.

Successfully secured and retained new and existing accounts and increased bottom line profitability, worked for Large Enterprise & SMB Companies Performing an Self-Motivate with Team Handling, Proven Ability to Develop and Implement Business Strategies & Sales Support.

Experience

Sales Manager at Netconsult

May 2018 – Present

- Responsible for all client communications, conflict resolution, and compliance on client deliverables and revenue.
- Controls the direction of the company
- Decides budgets for all departments
- Targets and initiates business partnerships with other companies
- Drives the culture of the business
- Oversees employment and ensures there are enough staff (and the right people)
- Generates new business and gives approval of new projects
- Responsible for day-to-day decisions
- Identifies risks and ensures appropriate strategies are in place
- Ensures the correct practices are being met

Regional Manager – Levant at Iaccess

October 2017 – August 2018

- Establishes productive, professional relationships with key personnel in assigned partner accounts.
- Coordinates the involvement of company personnel, including support, service, and management resources, in order to meet partner performance objectives and partners' expectations.
- Meets assigned targets for profitable sales volume and strategic objectives in assigned partner accounts.
- Proactively leads a joint partner planning process that develops mutual performance objectives, financial targets, and critical milestones associated with a productive partner relationship.
- Proactively assesses, clarifies, and validates partner needs on an ongoing basis.
- Sells through partner organizations to end users in coordination with partner sales resources.
- Manages potential channel conflict with other firm sales channels by fostering excellent communication internally and externally, and through strict adherence to channel rules of engagement.

Sales Specialist at Data Consult Group

October 2016 – October 2017

- Responsible for all client communications, conflict resolution, and compliance on client deliverables and revenue.
- Reviews all major deliverables (i.e. strategic brief, function spec, tech spec, etc.) to ensure quality standards and client expectations are met.
- Ensures that client issues are dealt with in an efficient manner, informing the Account Director or managing director of any problems that may arise.
- Owns the contract and contract renewals for new work for an existing client.
- Approves Change Orders and invoices, and is responsible for payment collections.
- Works closely with the project team in order to maintain a continuous knowledge of project status in order to identify potential issues and/or opportunities within or related to the project.
- Ensures that all processes and procedures are completed, quality standards are met, and that projects are profitable.
- Aware and in pursuit of opportunities for account growth and new business, involving the Account Director.
- Understanding of company capabilities and service, and effectively communicates all offerings to the client.
- Reports to the CEO/Sales Manager, providing regular input on all account activity, including status and call reports on a weekly basis.

Senior Account Manager at Engineering Design & Manufacturing January 2010 – October 2016

- Following up on leads and winning new clients.
- Developing and implementing strategic plans to manage and grow accounts.
- Retaining clients and building strong, trusting relationships.
- Understanding client needs and identifying new business opportunities within your portfolio.
- Providing superior customer service and ensuring client satisfaction.
- Communicating and coordinating with internal teams to deliver solutions.
- Identifying opportunities for improvement and proposing new tools and processes.
- Supporting sales teams to improve their performance and reach targets.
- Developing and maintaining excellent knowledge and understanding of our business, offerings, competitors, and industry.

Operation Manager at Qatar Network Security March 2008 - November 2009

- Creates and executes project work plans and revises as appropriate to meet changing needs and requirements.
- Identifies resources needed and assigns individual responsibilities.
- Manages day-to-day operational aspects of a project and scope.
- Reviews deliverables prepared by team before passing to client.
- Effectively applies our methodology and enforces project standards.
- Prepares for engagement reviews and quality assurance procedures.
- Minimizes our exposure and risk on project.

Account Manager at Dynamic dezzine July 2007 - February 2008

- Maintaining and developing relationships with existing customers via meetings, telephone calls and emails;
- Visiting potential customers to prospect for new business;
- Acting as a contact between a company and its existing and potential markets;
- Negotiating the terms of an agreement and closing sales; Gathering market and customer information
- Advising on forthcoming product developments and discussing special promotions;
- Liaising with suppliers to check on the progress of existing orders;
- Checking quantities of goods on display and in stock;
- Recording sales and order information and sending copies to the sales office;
- Reviewing own sales performance, aiming to meet or exceed targets.

Courses

Independent Coursework & Certifications

ECM Business Work Flow designer 2014
Kaspersky End Point Security 8 - Certified Sales
Kaspersky Lab Data-Security Technician LAN
Windows (version 8.0/6.0 MP4)
Acronis Back Up & Recovery 11 Certified Sales
Biokey Attendance machines Certified Sales
Eaton Power Ware UPS Sales Certification (Dubai) 2013
Fiam Batteries Certified Sales
Cyberoam Certified Sales
Kaspersky End Point Security 10 Corporate Sales
Specialist 1 & 2
Synology Certified SAN/NAS Storage
Certified Sales Professional (CSP)
NASP Certified
Microsoft CRM Work Flow consultant
Sophos Certified Sales Engineer
TrendMicro Sales Certified 2018
NeverFail Sales Engineer professional certification 2018
Altaro Backup & Recovery 2018 Sales Certification
Acronis Backup & Recovery CSP Cloud 2018 Certification
HPE Sales Certification 2017
Citrix Sales Consultant Certification 2017
Sonic Wall Security Sales Consultant certification 2017
Forcepoint Sales Specialist Certification 2018
Sophos Sales Specialist 2019
Pelco 2018
AXIS 2017-2018-2019
HIKVISION

Languages

Arabic
English
French

Education

AMERICAN UNIVERSITY OF SCIENCE & TECHNOLOGY Business Management, Business, 2004 - 2007
Adventist Secondary school
1989 - 2003

Hobbies & Social Activities

- **Founder of “Second Chance For pet adoption & Animals rights Lebanon”**
- **LRC member until 2014**
- **Snow Boarding, Swimming & photographing**

References

- **Iaccess:** Mr. Nicolas Hanna CEO (03-756736)
- **Data Consult Group:** Mr. Paul Mrad CEO & Direct Manager (71-155244)
- **EDM:** Mr. Rabih Baayoun Operation Manager (03-678827)
Mr. Marwan Safah Channel Manager (70-355313)
Ms. Khouloud Al Baba Pre-Sales Manager (70-355313)
Mr. Ibrahim Shatila Previous CEO (03-215295)
- **MGG:** Dr. Marwan Ghantous (03-743032)
- **Soft Stm:** Mr. Marwan Siriani CEO (70-113363)
- **Dynamic Dezine:** Mrs. Hala Tahouf CEO (03-966601)