



## Jihad AL Ayoubi

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### PROFESSIONAL SUMMARY

Experienced Business Development Executive with over a decade in business and humanitarian sectors. Equipped with an MBA in Management Information Systems, adept at driving revenue growth, building robust relationships, and successfully executing projects. Expertise in B2B services such as lead generation, lead conversion, base improvement, co-location services, and exceptional customer support. Proficient in multiple languages and CRM systems, enabling seamless navigation through diverse Gulf markets and fostering long-term business partnerships.

### EXPERIENCE

#### Business Development Executive | XTeL Company | Dec 2023 - Present

- Identify and qualify sales leads and maintain a strong prospect pipeline to ensure above average quota and revenue goals attainment.
- Achieved outstanding monthly project results, surpassing ambitious targets across key UAE cities including Dubai, Abu Dhabi, Sharjah, Al Ain, and Ajman.
- Achieve sales targets and increase revenue from existing customers and new account.
- Negotiate contracts and close new deal.
- Review market analysis to determine customer need, purchasing models and pricing.
- Monitor and evaluate the activities and products.
- Engaged with leading firms in the Gulf region such as Medical Centers, Payment, Al Aghia Group, Business Holding, United Insurance Brokers, Soft Flow, Safecore, Restoraps, Jolt and Logistics companies.
- Managed business operations using tools such as Odoo System, outbound calling, email communication, leads validation, and base revamping for enhanced efficiency and productivity.

#### Sales Executive | Citrus TV | Feb 2023 - Dec 2023

- Utilized SAP system to manage customer data and store product-related information.
- Handled sales ordering, shipping, billing, and invoicing processes for goods and services.
- Proactively reached out to clients in the Gulf region to secure sales through calls and correspondence.
- Offered comprehensive products and services, providing assistance throughout the entire process to ensure customer satisfaction.

#### **Food and Beverage Supervisor | FIFA World Cup Qatar 2022 |**

- Liaised with suppliers and clients, ensuring compliance with food safety standards.
- Created and managed team schedules, verified vouchers for meals via the FIFA platform for staff, volunteers, and children.
- Conducted performance evaluations and offered constructive feedback.

#### **CIMIC Expert (Civil Military Cooperation) | Ministry of Defense | Dec 2015 - Apr 2022**

- Led the rehabilitation of 250 small enterprises in the Beirut blast region through targeted cash assistance.
- Executed field assessments, providing detailed reports on identified needs.
- Established a call center to identify and categorize families needing cash assistance due to the pandemic and economic crisis.
- Conducted security assessments, facilitated heat training, and executed stakeholder mapping.
- Utilized GIS software to create dynamic geographical maps showcasing ongoing and completed projects.
- Acted as a liaison with municipalities and school directors to elaborate on project details.
- Conducted meetings and maintained follow-ups with donors and international and local organizations (CMSE, USAID, UN).

#### **EDUCATION**

Master's Degree in Management Information Systems | Lebanese International University | June 2022

Bachelor's Degree in Management Information Systems | Lebanese International University | July 2019

#### **SKILLS**

Negotiation, Mediation, Communication, Reporting, Microsoft Office, Data Analysis

#### **AWARDS & RECOGNITIONS**

- Completed numerous courses and earned over 20 certifications in Lebanon and abroad on topics such as Business Communication, Project Management, Negotiation, Mediation, IT, GIS, and Train-the-Trainer programs.
- Delivered 21 hours in Basic CIMIC courses as a Civil Military Cooperation instructor on information management and culture to 90 beneficiaries.