

Ayman Halwani

Job Title: Account Manager

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About Me

Account Manager with 10+ years of international experience in sales, account management, and client servicing. Skilled in managing Arabic-speaking clientele across MENA, building long-term partnerships, and driving revenue growth. Adept at leading teams, negotiating deals, and coordinating with cross-functional departments to deliver client-focused solutions on time and within scope.

Key Achievements

- Retained 95% of key accounts and expanded client portfolio by 40+ accounts.
- Increased revenue by 35% through upselling, cross-selling, and new business acquisition.
- Consistently exceeded sales targets by 15–25% and closed high-value deals (\$500K+).
- Trained and mentored 10+ team members, improving performance by 20%.
- Streamlined sales processes and CRM usage, reducing lead-to-sale cycle by 15%.

Core Skills

- Account & Client Management
- Sales Life Cycle & Deal Closure
- Revenue Growth & Target Achievement
- Cross-Selling & Upselling
- Team Leadership & Training
- Strategic Planning & Reporting
- CRM & Sales Tools
- Market Analysis & Competitive Intelligence
- MENA / Multi-Market Experience

Current Job Experience

Account Manager – Social Media QA

teleperformance (Turkiye) | 2024 – November 2025

- Manage client accounts, ensuring service quality and alignment with business objectives.
- Conduct trainings, client meetings, and performance reviews to improve outcomes.
- Oversee compliance and escalation processes while coordinating with internal stakeholders.

Key Achievements:

- Improved client satisfaction scores by 20% through streamlined account management and proactive issue resolution.
- Reduced escalation response time by 30% by implementing structured workflows and team training.
- Successfully managed multiple accounts simultaneously, maintaining 100% compliance with client standards.

Previous Job Experience

Head of Agency Relations / Sales Manager

Cambridge Academy (Turkiye) | 2021 – 2024

- Developed and implemented sales strategies, achieving consistent growth in accounts and revenue.
- Built and managed strong relationships with Arabic-speaking clients and agencies.
- Conducted negotiations, secured new contracts, and expanded existing business.
- Led and trained sales teams to improve performance, achieve targets, and increase client satisfaction.

Key Achievements:

- Increased overall account revenue by 35% within three years through new client acquisition and upselling.
- Successfully expanded agency network by 40%, strengthening market presence.
- Led a team that exceeded quarterly sales targets consistently, improving departmental efficiency.

Sales Operations Officer

Samsung (Lebanon) | 2019 – 2021

- Coordinated sales operations, ensuring efficient processes and strong client support.
- Managed purchasing planning, after-sales service, and customer relations.
- Provided consultancy to clients, ensuring tailored solutions and high satisfaction.

Key Achievements:

- Supported a 20% increase in regional sales through strategic account management and client engagement.
- Reduced operational inefficiencies by 15% through process improvements and team coordination.
- Strengthened client relationships, resulting in repeat business and long-term partnerships.

Project Officer

Khoury Home (Lebanon) | 2016 – 2019

- Oversaw project execution, product research, and stock management.
- Trained teams and delivered after-sales support to ensure client satisfaction.

Key Achievements:

- Successfully managed over 50 projects with zero major client complaints.
- Introduced process improvements that reduced project delivery time by 20%.

Education & Certifications

Arts, Science & Technology University | Lebanon,
Hospitality Management (2013 – 2016)

Al Kafaat Institute | Lebanon

BT in Kitchen & Culinary Arts (2012 – 2013)

Language

- Arabic – Native
- English – Fluent
- French – Intermediate
- Turkish – Conversational

Technical Skills

- MS Office – Professional
- Navision – Professional
- IT & Technology Knowledgeable