

Ali Ibrahim Ballout

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D.O.B: 20-2-1990 (Riyadh)

Experience

➤ **SmartTech**

March 2018 – Present:

Sales Country Manager

I work mainly for banks and financial institutions, My job is to build strong and lasting relationships with clients and help them improve their business environment on many levels: infrastructure, security, processes, automation, data protection, systems availability and quality of service.

- Sales: prospection, new markets, PR, meetings, presentations, business assessment, quotation, pricing, negotiation, closing deals, contracts, follow-up and after sale
- Pre-sales: documentation, RFPs, presentations, technical offer preparation, pre-sales support, coordination with technical team
- Consulting: assessing business needs, identifying axes of improvements, recommendations, advising on the optimal solution
- Managing contracts according to the evolution of the business relationship with the client
- Managing relationships with key business partners (training, sales, promotions, etc.)
- Contribution in Marketing: business brochures, sales documents/presentations
- Negotiate with vendors and service providers needed for production
- Conduct extensive research regarding the market and learn everything possible
- Collaborate with leadership to strategize how best to roll out product line
- Work to ensure deadlines are met and budgets are maintained

➤ **Allied Engineering Group**

July 2014 – February 2018:

Sales Account Manager

I represent the key contact of my clients, I'm currently managing a portfolio of 8 countries in Africa, I work with banks and financial institutions. My job is to build strong relationship with the clients and improve their business environment on quality of services, infrastructure, and data protection.

Job Description:

- Sales: meetings, presentations, business assessment, pricing, negotiation, closing deals, contracts, follow-up
- Arrange meetings with different departments (IT, Operations, Compliance..)
- Understand business needs
- Support clients with business solutions that ensure high performance and productivity

➤ **BLOM Bank**

June - July 2013:

Technical and sales Training at retail marketing department at BLOM bank

- Worked in the technical team at the point of sale.

➤ **Alfa Orascom Telecom**

September 2011 – September 2012

Worked as a Customer service representative, in the call center department.

- Answer calls and respond to emails
- Handle customer inquiries telephonically
- Manage and resolve customer complaints
- Provide customers with product and service information

Education

High school (BT degree) : Islamic Technical Institute

Major: General Electricity

Bachelor Science : American University OF Culture and Education

Major: Management Information System

Languages

Arabic

English

Professional Skills

- Account Management
- Project Management
- Customer Service
- Call Center
- Sales
- Problem Solving
- Solution Selling
- Able to organize and check a set of activities simultaneously, and to work under pressure with a very good communication skills.
- Fast learning and Easy Adaptation to the work environment quickly

Certification

Project Management Certificate from International Academy for Building Capacity (IABC)

Other details

Nationality: Lebanese

Computer skills: Microsoft Office Word, Excel, PowerPoint, Outlook

Marital status: Single

More References are available on request