



# Bilel Akrouti

## Account Manager

**E-Mail:** [akroutbilel19991@gmail.com](mailto:akroutbilel19991@gmail.com)

**Phone:** +97470187129

**LinkedIn:**

<https://www.linkedin.com/in/bilel-akrouti-86076b15a/>

---

### PROJECT MANAGEMENT SKILLS

- Agile Waterfall and Hybrid projects.
  - Planning and reporting projects.
  - Budget monitoring.
  - Resolving conflicts.
  - Risk management.
  - Sprint planning.
  - Negotiation.
  - Scrum, Kanban and Scrumban.
  - Delivering project scope and meeting quality.
  - Assessing project performance.
- 

---

### PROFESSIONAL EXPERIENCES

#### Account Manager – Vodafone Qatar

**JUN 2022 - NOW**

---

##### Responsibilities:

- Manage accounts in the assigned territory with a view to securing merchant participation, retention, advertising revenue and driving redemptions.
- Build and maintain relationships with merchant partners and support them throughout the year with tactical promotions.
- Monitor market and competitor activities.
- Have effective communication skills, both verbal and written, with the ability to articulate technical concepts to non-technical stakeholders.
- Achieve individual and team performance targets and KPIs.
- Prepare a variety of status reports, including daily activity, closings, follow-ups, and adherence to KPIs.
- Manage sales cycles from prospecting to closing across your territory.
- Have a team player mentality with the ability to collaborate effectively across departments and all levels of the organization.

#### Project Manager - General Electronic Systems (XEROX)

**MAR 21 – JAN 2022**

---

##### Responsibilities:

- Prepare the business case for the project and show the business impact of the project in terms of costs, savings, revenues and benefits
- Organization of technical and commercial response, proposal defense
- Build strong working relationship with all stakeholders.
- Coordinate effective communication with all stakeholders through the process.
- Ensure an excellent understanding of the current project and the priorities of the business units affected by any change.
- Interact and coordinate with the sales team and other staff members in other departments working on the same account.

## **Sales and Technical Support Engineer - Oxahost**

**JUN 2020- FEB 2021**

---

### **Responsibilities:**

- Provide in-depth technical support through multiple channels.
- Research, diagnose, replicate and troubleshoot technical issues.
- Web hosting, control panels administration such as WHMCS, cPanel and Plesk.
- Install/Renew SSL certificates.
- Perform web hosting account transfers.
- Achieve monthly, quarterly, and annual target

## **Assistant Project Manager - S2I Group (DELL EMC)**

**JAN 2019- MAY 2020**

---

### **Responsibilities:**

- Develop project specifications.
- Assess the risks (costs, deadlines , ...)
- Analyze and diagnose customer needs.
- Prepare commercial quotes/ negotiations and tenders in accordance with sales process, and thus, ensure profitable sales by achieving targets.
- Define the provisional budget and coordinate with the sales team and other staff members in other departments working on the same account.
- Develop and maintain client relationships according to our sales guidelines.
- Participate in tenders.
- Achieve monthly, quarterly, and annual target as set by the Sales Manager.
- Configure solutions on DELL EMC platforms.

---

## **EDUCATION**

- 2014- 2017: IT ENGINEER
- 2011- 2014: License applied in computer networks, Network and systems administration

---

## **LANGUAGES**

- Arabic (native)
- English (Fluent)
- French (Fluent)