**Hamza Rajab**

**Sales Manager | Revenue Growth Specialist**

**Address:** Beirut, Lebanon | **Phone:** +961 3 905 981 | **Email:** hamza\_r\_88@hotmail.com

Summary

A results-driven and experienced Sales Manager with a proven track record of driving revenue growth and exceeding sales targets through strategic sales planning and effective team leadership. With over 12 years of experience, I have successfully led sales teams, cultivated key client relationships, and implemented initiatives that consistently surpassed targets. Proficient in market analysis, sales forecasting, and customer relationship management. Known for my ability to motivate teams, optimize sales strategies, and deliver measurable results. Eager to leverage my expertise to continue achieving success in revenue growth and support the dynamic needs of the sales industry.

Experience

**Department Sales Manager –** 01/2024 to Present

**EMI Softech SAL**, Lebanon

* Sales of Canadian software to VIP clients in the Oil and Gas sector across the Gulf and North Africa, including top 100 Forbes companies such as Aramco, SABIC, Petroleum Development Oman, Qatar Petroleum, Oman Gas, and major government entities.
* Recruit and train Sales Executives to build the sales department from the ground up.
* Lead a team of four (two sales representatives and two technical engineers) to achieve approximately $2M in revenue across the Middle East.
* Fly frequently to the Arab gulf region and North Africa to meet leads and customers in the oil and gas and manufacturing fields.
* Communicate sales targets and strategies from upper management to the team, distribute leads among Sales Representatives, and ensure alignment with department goals.
* Establish pricing schedules and discount rates to maximize profitability and competitiveness.
* Develop sales budgets, forecasts, and strategic projections to drive department growth.
* Attend international exhibitions to connect with potential and existing customers, exploring new opportunities.
* Create and execute sales plans for assigned territories to expand market presence.

**Regional Sales Account Manager – 08/2021 to 12/2023**

**EMI Softech SAL**, Lebanon

* Managed sales of Canadian software to VIP clients in the Oil and Gas sector across the Gulf and North Africa, including top 100 Forbes companies such as Aramco, SABIC, Petroleum Development Oman, Qatar Petroleum, Oman Gas, and major government entities.
* Fly frequently to the Arab gulf region and North Africa to meet leads and customers in the oil and gas and manufacturing fields.
* Built and nurtured strong relationships with key clients to maintain trust and drive sales growth.
* Generated new sales opportunities by cold calling prospective clients and conducting follow-ups on leads.
* Provided support on technical issues related to software compatibility, assisting clients in resolving any operational challenges.
* Maintained up-to-date records and sales reports on Sales Force to ensure alignment with company objectives.
* Conducted annual outreach to clients to promote renewal of support contracts, securing ongoing business relationships.

**Sales and Business Development Manager** – 01/2021 to 07/2021

**MINA Shipping and Clearance**, Lebanon

* Increased company revenues from $1.5M to $1.7M within a six-month period.
* Recruited, led, and managed a team including 2 indoor sales executives, 3 outdoor sales executives, accountants, and clearance officers, addressing team adjustments as needed.
* Implemented CRM and accounting software to enhance operational efficiency and improve tracking of client interactions.
* Provided support for sales executives, resolving issues with customer accounts and maintaining positive client relations.
* Conducted market research and analyzed sales data to set achievable targets for the team and business unit.
* Set and adjusted pricing based on cost analysis, competition, and market demand to maximize profitability.
* Tracked competitor activities, including pricing, service offerings, and delivery schedules, to maintain a competitive edge.
* Recommended adjustments to services and policies based on performance insights and market trends.

**Division Sales Manager –** 03/2019 to 01/2021

**Unitech Middle East for Construction Materials,** Lebanon

\* Led a team of 3 sales executives covering markets in Lebanon and Africa, driving a revenue increase from $2M to $2.8M.

**Sales Executive –** 10/2012 to 03/2019

**Unitech Middle East for Construction Materials,** Lebanon

**Web Developer –** 01/2010 to 10/2012

**Multi-D Advertising Agency,** Lebanon

Education

**Bachelor of Science: Computer Science** – 2010

Lebanese American University, Lebanon

**Master of Business Administration** – 2012

Lebanese American University, Lebanon

Skills & Expertise

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| --- | --- |
| * Leadership & Team Management * Communication & Negotiations * Problem Solving * Business Development * Decision Making * Microsoft Office | * Dynamics AX ERP * ODOO ERP * Salesforce CRM * Sales Training and Coaching * Hiring and Recruiting * Microsoft Teams |

Languages

**Arabic:** Native | **English:** Fluent