

# Mohamed Mahmoud Noeman Mohamed

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## Professional Summary

Results-driven Business Development and Sales professional with extensive experience in customer service, CRM systems, and digital transformation. Proven ability to enhance operational efficiency, implement digital solutions, and drive revenue growth. Skilled in managing client relationships, handling government tenders, and improving customer satisfaction through structured processes and effective communication.

## Work Experience

Business Development & Sales Executive – Nano4Life

Qatar | Aug 2023 – Mar 2026

- \* Implemented an electronic management system, including e-invoicing, replacing manual processes to improve efficiency and accuracy.
- \* Developed and executed digital marketing strategies across social media platforms to increase brand awareness and generate leads.
- \* Managed government tender applications, expanding the client base and securing new business opportunities.
- \* Led sales operations and strengthened customer relationships to drive business growth.

Business Development & Sales Executive – Handi Craft Concept Trading (Marble Design & More)

Qatar | Mar 2022 – May 2023

- \* Introduced electronic management and invoicing systems to streamline operations.
- \* Planned and executed digital marketing campaigns to attract new clients.
- \* Handled government tender processes and documentation.
- \* Managed sales activities and built strong client relationships.

Customer Service Agent – Public Works Authority (Ashghal)

Qatar | Apr 2013 – December 2021

- \* Handled customer calls related to drainage, roads, and ongoing projects.
- \* Recorded and managed customer data using CRM systems.
- \* Logged service requests and coordinated with concerned departments for resolution.
- \* Managed internal and external call transfers and documented all interactions.
- \* Responded to tender-related inquiries and provided accurate information to clients.

## **Education**

Bachelor of Social Work – South Valley University

Egypt | 2003

Skills

- \* Customer Relationship Management (CRM)
- \* Business Development & Sales
- \* Digital Marketing
- \* Government Tenders Handling
- \* Customer Service & Call Center Operations
- \* Problem Solving & Communication
- \* Process Improvement & Digital Transformation

## **Certifications**

- \* ICDL (International Computer Driving License)
- \* Appreciation Certificate – Public Works Authority (Ashghal)
- \* Customer Service Training Certificate