

Peter Ezzat - Curriculum Vitae

# personal details

Peter Ezzat Mouner Date of Birth: 13th May 1987

Nationality: Egyptian Gender: Male

Address: Bahrain Marital Status: married

Drivers License: Bahraini

Mobile: +97336664941 Ezzat.peter@gmail.com

# profile

A highly motivated, confident sales manager with exceptional multi-tasking and organizational skills. Having extensive experience of identifying the needs of corporate clients and building strong business relationships to maintain client loyalty in order to drive business and maxmize revenue. Possessing a significant record of achievement in account management and able to quickly understand the mission, vision and values of an organization.

# professional experience

**The Domain Hotel & Spa** *Bahrain, Manama*

**01/17–Present Senior Sales manager**

**01/16 - 01/17 Sales Manager**

**Notable Accomplishments:**

* Leads and manages all sales operations and oversees activities of the junior sales management team. The key objective is to grow incremental and new sales for the business while simultaneously reducing customer turnover.
* Builds and manages all aspects of a sales department also works closely with the following departments; Reservations, Reception, Finance, Marketing, for the purpose of ensuring the delivery of first-class delivery experience.
* Identify and develop new market opportunities for the business
* Conducting research and performing analyses on the performance of the sales department ensuring prompt delivery and accuracy of daily/weekly/monthly/quarterly reports to senior management.
* Handeling the top key accouts like Saudi Aramco, US Navy, Embassies and Ministers.
* Conduct regular sales calls to corporate accounts in order to understand the costmer needs and take action based on that as well Invite business partners for site inspections, in order to develp product knowlage and experiance the hotel followed by entertainment.
* Attending public events and conferences in order to meet potential clients and new projects in the market.
* Planing and leading sales blitz in order to cover diffrent Areas in Bahrain and create awarness.
* Maintaining action plans for segments along with individual account plans of Key Accounts, along with compiling monthly reports on activities and forecasts for coming months
* In charge of RFP program and submit all the business cases in order to increase the potential corporate accounts
* Assist in forecasting for the various business segments on monthly and quarterly basis with Assistant Director
* Monitor and updating daily, weekly and monthly reports with all the activities and tracking the productions
* Attending the HOD meetings and acting as MOD since January 2016

**04/14–12/15 Holiday Inn Express**  *Bahrain, Manama*

**Assistant Sales manager**

**Notable Accomplishments:**

* Conduct regular sales calls to Government, associations and corporate accounts in order to understand the costmer needs and take action based on that.
* Planing and arranging sales blitz in order to cover most of the country accounts and location to creat awarness about the company and what services we provides.
* Acquiring and converting accounts to a buying platform while seeking to build relationships and maintaning client relationships and confidence
* Maintaining action plans for segments along with individual account plans of Key Accounts, along with compiling monthly reports on activities and forecasts for coming months
* Entertaining Key clients and top productive companies and selling hotel at every opportunity
* Review Hotelligence and ART reports to evaluate actions required for account plans of managed segments quarterly and yearly
* Enrolling new members to joing the business club program which help to keep and maintain the business and relations with the decesion makers.

**06/13–03/14 La Recova Company** *Argentina, Salta*

**Sales Manager**

**Notable Accomplishments:**

* Responsible for selling the different products of the company: Hotel, Real Estate, Restaurants.
* Maintain the Key account and bringing new accounts (Corporate) to the hotel.
* Providing trainings ( sales skills ) to the sales staff.
* Setting the targets for each sales team and applying incentive scheme for the sales teams
* Creating summer packages in order to maximize the revenue during the medium and low seasons.
* Determines annual unit and gross-profit plans by implementing marketing strategies; analyzing trends and results.
* Maintains sales volume, product mix, and selling price by keeping current with supply and demand, changing trends, economic indicators, and competitors.
* Establishes and adjusts selling prices by monitoring costs, competition, and supply and demand.

**05/11–03/13 InterContinental Hotel** *Qatar, Doha*

**Sales Executive**

**Notable Accomplishments:**

* Top performing sales executive with segments not traditionally the strongest in the market place such as Oil & Gas and Construction & Engineering being the main market
* Took previously non key accounts such as Meridium, ABB and Vodafone and and turned tthem into some of the hotels top producers
* Sucessfully developed and managed the hotels top key accounts such Siemens, General Electric and Hewlett Packard

**Role Responsibilities:**

* Conduct regular sales trips to United Arab Emirates and Saudi Arabia to key accounts along with attending IHG`s regional Road Shows
* Account Manager for the IT & Telecommunication, Finance & Audit, Law, Technology, FMCG, Pharmaceutical and Consulting market segments
* Maintaining action plans for segments along with individual account plans of Key Accounts, along with compiling monthly reports on activities and forecasts for coming months
* Entertaining Key clients and top productive companies and selling hotel at every opportunity
* Review Hotelligence and ART reports to evaluate actions required for account plans of managed segments quarterly and yearly
* Managing the Global RFP system for all my major global accounts, preparing and submitting proposals accordingly
* Develop segment action plans, account plans with each Sales team member looking at full year and individual quarters

# skill set summary

* Significant Middle East Working experience and knowledge
* Luxury 5 star Hotel experience
* Exceptional organizational skills
* Strong interpersonal and problem solving skills
* Excellent negotiation skills, ability to build strong relationships , and convert business
* High degree of professionalism and confidentiality

# education

**09/04-06/08 BSC of Tourism and Hotels, Hotel Management**

*Al Minia University, Egypt*

# languages

**Arabic:** Mother tongue

**English:** Fluent in Speaking, Writing & Reading

# systems experience

* Microsoft Office: Word, Excel and PowerPoint
* Internal Hotel Systems: Fidelio and Opera
* Request For Proposal Systems (RFP): i-RFP (IHG System), Rate Finding, RFP Express

\*All references and certificates are available on request.