

Holds a B. Sc. in Biochemistry and has over 23 years hands-on experience working as Chemist, Sales and Technical Support.

PERSONAL DATA

Nationality : Egyptian
Birth Date : 05/02/1973
Gender : Male
Marital Status : Single
Residence : Cairo

EDUCATION

: B. Sc. in Biochemistry, Ain Shams University

LANGUAGES

Arabic : Native Language
English : Fluent
Russian : Basics
Romanian : Basics
German : Basics

COMPUTER SKILLS

: Windows, MS Office, Internet

TRAINING COURSES AND CERTIFICATIONS

: Access / immunoassays – Access System, Beckman Coulter – Munich.
: Molecular Diagnostics - VERIS System, Beckman Coulter – Munich.
: Microbiology – MicroScan System, Beckman Coulter – Munich.
: Extended working hours, Schlumberger – Indoor.
: Drive Smart, Schlumberger – Indoor.
: H2S / BA Training, Occidental Petroleum - Qatar.
: Managing Safety - PTW, Occidental Petroleum - Qatar.
: Basic Life Support & First Aids, Jebel Ali International Hospital H2S / BA Training.
: H2S / BA Training, Total - Qatar.
: Basic Sea Survival, International Survival Center – Doha.
: Commentary Drive, M-I Swaco - Dubai.

- : Self and time management, Spearhead – Dubai, UAE.
- : Microsoft certified - 2007 Excel Training, ExecuTrain - Dubai.
- : Microsoft certified - 2007 Word Training, ExecuTrain - Dubai.
- : Microsoft certified - 2007 Power Point Training, ExecuTrain - Dubai.
- : H2S / BA Training, Gulf Venture – Qatar.
- : Professional report writing, Spearhead – Dubai, UAE.
- : Professional time management, Spearhead – Dubai, UAE.
- : Emulsion breakers and Water clarifier bottle testing, Nalco – Aberdeen – UK.
- : Emulsion Theory, Nalco – Aberdeen – UK.
- : Industrial microbiology, MIC – Dubai – UAE.
- : German: on-going course.

CHRONOLOGICAL EXPERIENCE RECORD

- Dates** : From Feb. 2016 till now
- Employer** : BM Egypt (Beckman Coulter Distributor in Egypt), Cairo
- Job titles** :
 - Product Specialist (from Jan. 2017 till now) (Molecular Diagnostics Microbiology Immunoassay system)
 - Applicant Specialist & Technical Supervisor (from Aug. 2016 till Jan. 2017)
 - Applicant Specialist & Technical Support (from Feb. 2016 till Aug. 2016)
- Job Description** :
 - Trainings:
 - Conducting operators training for end users after installation of instruments.
 - Conducting product technical training for internal Sales / Engineers / distributors and following up with training feedback.
 - Developing a training schedule and preparation of training manuals for assigned systems.
 - Customer application advanced trainings and troubleshooting.
 - Complete validation studies on instrumentation including, but not limited to: instrument set-up, calibration, precision studies, and method comparisons.
 - Troubleshooting:
 - Solving application / product problems promptly and completely from end users.
 - Support the service engineers during complex situations.
 - Installation of and providing training/technical support to Customers.
 - Give application support and customer training on highly sophisticated instruments.
 - Meet regulatory requirements and follow policies.
 - Develop timeline for acquiring samples, implementing assays and start up strategies within defined guidelines.
 - Solve problems independently and within established policies and procedures.
 - Marketing:
 - Visiting clients regularly and promoting reagents for value-based management.

- Paying periodic visits to Key Accounts for getting user feedbacks on the products and services.
- To collect & update marketing information, including competitors, market trend, consumers expectation.
- To carry through market education & publicizing, including product presentation, expert team constructing.
- Drive revenue growth through determining assay growth opportunities while working with customers.
- Product introduction on marketing activities such as seminars and workshops.
- Develop new applications and marketing tools for the sales team.
- Proactively makes recommendations for future improvements and implements those actions accordingly.
- Work collaboratively across the business to build partnerships with the marketing, service, and sales teams to ensure high customer satisfaction.
- Customers:
 - Ensuring and maximizing customers' satisfaction.
 - Starting and following-up of the CRM systems.
 - Develop and maximize relationship with key customers to help product sales.
 - To support sales team & dealers, including product training, selling tools, etc.
 - Handle customers enquiries from the acceptance of application product problems through to case resolution.
 - Being the interface between customers, field force and global divisions, and deliver sustainable solutions for complex support cases. To ensure a results-oriented and first-class service for the customers.
 - Ensure customer is properly prepared for validation and meeting milestones for established implementation timeline.
 - Assess customer Key Operator performance and knowledge.
 - Responsible for managing the customer base and growing the business in the applicable region.
- Support:
 - Performing software updates, if required.
 - Participate in product promotion for tradeshow and seminars.
 - Maintaining/updating products information promptly.
 - Programming of equipment, adaptations according to customer expectations.
 - Supervising the necessary methods and / or device equations.
 - Manage the products by applications and with high communication skills.
 - Support the national and international customers and field employees all over the country.
 - Continuously monitor the process and quality of the services and therefore deliver an important contribution to improving the service quality.
 - Support the sales organizations with instrument / system demonstrations.

- Actively promoting the company products and services offered by the company to the customers (end users) as well as to solve application / product problems promptly and completely and assisting Sales Department to achieve overall its monthly and yearly sales target and objectives.
- Coordinating instrument installation with Service Engineer and conducting application training for end users after installation of instruments.
- Maintaining and updating products information in a timely manner.
- Responsible for working directly with the Customer Key Operator during validation to reinforce training, and ensure customer staff is properly prepared to use and maintain instrumentation.
- Responsible for addressing customer questions and concerns regarding instrument operation and assay performance, in accordance with published specifications and regulatory body requirements.
- Provide both onsite and remote phone support to customers for assay and QC related questions.
- Provide effective telephone and on-site troubleshooting application support to customer inquiries and complaints, ensuring a speedy resolution.
- Orchestrate implementation plans with customers for new instruments and assays.
- Ensure customer satisfaction as well as timely system implementation and training.
- Management of customer base and growing the business in the region.
- Support development of customer relationship.
- Provide most complex feedback and recommendations from customers to product development groups.
- Paying periodic visits to Key Accounts for getting user feedbacks on the products and services.

Dates : From Jan. 2012 till Jan. 2016

Employer : Metito Overseas Limited

Project : Dubai – Techno Park

Job title : Oil and Gas Industry Specialist

Job Description :

- Territories: UAE – Qatar – Oman – Iran – Syria – Egypt – Libya – KSA – Kuwait – Yemen – Bahrain – Iraq and Pakistan.
- Business Plan: Develop the 5 year Business Plan for Metito’s Oilfield Production Chemicals Strategy.
- Product Development:
 - Develop Oilfield Chemicals (Production Chemicals).
 - Review both Raw Material suppliers and Alliance options in order to finalize production strategy.
- Approvals and Registrations: Progress and confirm Approvals and Registrations for the UAE, Abu Dhabi, Dubai & Northern Emirates Customers and the Regional market.
- Production: Prepare and submit for approval the plan for Production Facility / Lab needs to include Blending, QC/QA Lab (Corrosion Lab /

Scale Lab / Oil Lab) and storage requirements.

- People:
 - Develop the people plan for the Oil & Gas team to include Recruitment / Training & Development needs for the Business Plan duration.
 - Develop the Specialist Training required to Sell/Service the Oilfield Production Chemicals customers.
 - Identify potential candidates to enhance the team as it develops.
 - Help develop Roles / Job Descriptions for the new roles created.
 - Manage the activities and development of assigned Oil & Gas Account Specialists to assure a consistent approach at all levels of the customer organization and proper skill / career development for all direct reports.
 - May manage Customer Service Representatives or other Sales Representatives calling on assigned Oil & Gas Accounts.
 - Coach less experienced sales staff members as they support the Oil & Gas accounts.
- Sales:
 - Develop the Regional 5 years Sales Plan.
 - Specifically identify Key Markets, Customers and Specific Strategy / Timescales and Milestones.
 - Work with Business Development Manager to produce suitable reporting to track and document strategy progress.
 - Work with Regional Sales Managers and Sales Engineers to Grow the Business and to provide the necessary Support & Resources to achieve the Business Plan.
 - Effectively calls on customer senior executive / plant management personnel to make presentations, provide product support, and perform other sales functions as needed for oil & gas accounts.
 - Develop new major accounts by assisting local sales managers and sales representatives with Presentations to capitalize on new major account opportunities.
 - Expand gross profit and sales volume for each product segment by:
 - ❖ Developing and implementing Regional sales strategies.
 - ❖ Leveraging customer relationships, developing internal referrals, and introducing more value- added products, services, and systems.
 - With the Business Development Manager, develops sales and profit margin targets for the assigned Regional and Local Accounts and implements plans for achievement of these targets.
 - Coordinate sales, pricing and marketing support to the major Regional accounts.
 - Work with Business Development Manager to ensure that pricing is consistent and appropriate for all customer locations.
 - Provide joint call support and / or direction to the sales staff in all geographies to increase Company – wide sales and profit margins at the Regional level.
 - Conducting Field Trials and Bottle Testing as appropriate to support the business.
 - Produce / Develop Test Kits as required.
 - Ensure delivery and consistency of the Metito offering, emphasizing

- the Service Standards, across the customer's organization.
- Represent the interests of the major Regional accounts by aligning functional support with the customer organization (i.e., research, customer service, logistics, and pricing/business disciplines).
- Maintain and use up-to-date knowledge of product lines, company sales philosophy and Policy, company processes and industry conditions to provide innovative support and technical Assistance to Oil & Gas account customer and company sales staff.
- Advise management on market trends and competitive activity encountered in the field.
- Control selling expenses to optimize long-term costs as percent of sales.
- Administrative:
 - Provide statistical data and information as requested by the Business Development Manager.
 - Monitor and control the vital stock quantities for the major raw Materials and finished products.
 - Evaluate and update the technical contents of the products literatures / MSDS / Technical bulletins and product brochures and coordinate with the marketing department for the required activities.
 - Prepare the list of potential Events / Seminars / Exhibitions or Conferences with expected goals / Cost / geographical targeted customers and the list of the objectives for each event.
 - Preparing a monthly review for the (Annual sales plan / Milestones / Market researches and updated) updating the concerned managers and departments.
 - Liaise with the procurement department for the updated list of suppliers.
 - Liaise with the laboratory department to maintain the quality standards for Raw materials and finished products within the company's policies and standards.
 - Maintain the customers' database with achievements and required actions updated.
 - Reporting on (Daily / weekly / bi Weekly / Monthly / Quarterly / Bi Annually and / Annually) for the actions / goals / objectives and / or market and sales plan for the (BDM / Directors).
- Technical:
 - Deliver Technical support and applications guidelines for the O&G team and the customers.
 - Develop and improve the technical capabilities and the performance standards.
 - Phase separation specialist (Emulsion Breakers & water clarifiers), extensively focused on the development of the emulsion breakers business.
 - Conduct emulsion breakers bottle test, and supervise the field trials, start ups and execution.

Dates : From Apr. 2010 till Oct. 2011
Employer : Champion Technologies Middle East - Al-Ahlya Oilfield Development Company, Abu Dhabi

Job title : Senior Service & Technical Engineer / Regional Bottle Tester
Job Description :

- Territories: UAE – Qatar – Oman – Iran – Syria – KSA – Kuwait – Yemen – Bahrain – Iraq and Pakistan.
- Technical support for all the oilfield production chemicals.
- Preparing all the required technical reports for all the chemicals.
- Field trials & Bottle testing (Emulsion Breakers / Water Clarifiers).
- Stock Management.
- Testing kits preparations.
- Reporting for the customer and my direct manager.
- Experience with:
 - Emulsion Breakers.
 - Water Clarifiers.
 - Corrosion inhibitors.
 - Scale inhibitors.
 - Pour Point depressants.
 - Paraffin dispersants.

Dates : From Apr. 2008 till Mar. 2010
Employer : Nalco - Abu Dhabi (Emirates National Chemical Company - Meacham)
Job title : Technical Sales Engineer
Job Description :

- Territories: UAE – Oman – Yemen.
- Technical support for all the oilfield production chemicals.
- Preparing all the required technical reports for all the chemicals.
- Field trials & Bottle testing (Emulsion Breakers / Water Clarifiers).
- Stock Management.
- Testing kits preparations.
- Reporting for the customer and my direct manager.
- Experience with:
 - Emulsion Breakers.
 - Water Clarifiers.
 - Corrosion inhibitors.
 - Scale inhibitors.
 - Pour Point depressants.
 - Paraffin dispersants.

Dates : From Apr. 2006 till Apr. 2008
Employer : MI Production Chemicals, Middle East - UAE (Abu Dhabi)
Job title : Technical Service Engineer
Job Description :

- Territories: UAE – Oman – Yemen - Qatar – Kuwait – Iran – Sudan.
- Technical support for all the oilfield production chemicals.
- Preparing all the required technical reports for all the chemicals.
- Field trials.
- Bottle testing (Emulsion Breakers / Water Clarifiers).
- Stock Management.
- Testing kits preparations.
- Sampling and testing.
- Reporting for the customer and my direct manager.
- Experience with:

- Emulsion Breakers.
- Water Clarifiers.
- Corrosion inhibitors.
- Scale inhibitors.
- Pour Point depressants.
- Paraffin dispersants.

Dates : From Dec. 2003 till Mar. 2006
Employer : Dupharm Stores - UAE
Job Description :

- Promoting / Selling laboratory diagnostics products.
- Visiting Governmental and private Sectors.
- Stock Management.
- Attending (Arab Health & Arab Lab Exhibitions).
- Market coverage (UAE).

Dates : From Aug. 2000 till Dec. 2003
Employer : Roche Diagnostic Scientific Office - Egypt
Project : Blood Bank Project - Centralized Diagnostic Unit
Job titles : Application Specialist - Cobas Core Application Specialist
Job Description :

- Promoting / Selling laboratory diagnostics products.
- Visiting Governmental and private Sectors.
- Stock Management.
- Attending (Arab Health & Arab Lab Exhibitions).
- Market coverage (Egypt).

Dates : From Dec. 1998 till Jul. 2000
Employer : National Scientific Company (NSCO) - Egypt
Job title : Medical Sales Representative
Job Description :

- Promoting / Selling laboratory diagnostics products.
- Visiting Governmental and private Sectors.
- Stock Management.

Dates : From Oct. 1997 till Dec. 1998
Project : Military Service

Dates : From May 1995 till Sep. 1997
Employer : Baker Petrolite - Egypt
Project : Gulf of Suez Petroleum Company (Gupco)
Job title : Chemist
Job Description :

- Promoting and selling oilfield chemicals.
- Field Support and service (sampling and lab testing).
- Field trials managements.
- Production problems treatment experiences are as following:
 - Corrosions problems with different kinds.
 - Scale formation (inhibition and dissolving).
 - Biocides.

- Water treatment chemicals.
- Emulsions Breakers (Selection and applications).
- Asphaltene and paraffin's problems.
- Reporting to the head office and the base office on a daily basis.
- Follow up and monitoring.
- Samples collecting and in site testing.
- Offshore and onshore working experiences.
- Safety awareness.