



Ehab Mekawi

SMM | CRM | ACCOUNT MANAGER

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ABOUT ME

Collaborative and empathetic, consistently building strong relationships with clients to understand their needs and deliver tailored solutions that drive success. Thrives in people-centric environments, leveraging persuasive communication and patience to excel as Corporate Account Manager.

EDUCATION

Bachelor of Science in computer programming and analysis
New Cairo Academy / Cairo / 2011

SKILLS

- Time management
- Sales Management
- Client retention
- Lean Operations
- Team management
- Inventory management
- Email marketing
- Planning
- Communications

LANGUAGES

- Arabic
- English

COURSES

- MCSE Diploma
- A+ administration
- Network + Course
- ICDL Course

WORK EXPERIENCE

Customer Service Executive
OUNASS Al Tayer Group, Garhoud Atrium / Dubai / Jul 2023 - Dec 2024

Focused on building strong client relationships, ensuring they achieved their desired outcomes, and driving long-term retention. My role revolved around proactive support, data-driven insights, and collaboration to deliver value and foster customer satisfaction.

Social Media Executive
Webhelp / Cairo, Egypt / Jan 2022 - Jan 2022

- Specialized in managing and enhancing brands' online presence by creating engaging content, driving audience interaction, and aligning social strategies with business objectives.
- My role emphasized creative innovation, data-driven decision-making, and fostering meaningful connections with audiences across multiple platforms.

Social Media Marketing Specialist
B.B Designs Home Décor Online Store / Cairo / Jan 2018 - Jan 2021

- As a Social Media Marketing Specialist, I combined creativity and strategy to build engaging online presences for brands.
- My role involved creating compelling content, analysing performance metrics, and driving audience engagement to achieve measurable business outcomes.

Administrative Assistant
Abdulmohsen Abdulaziz Al-Babtain - Nissan Official Showroom / Kuwait / Jan 2015 - Jan 2017

- Optimized my communication, organizational, and operational support abilities, which helped the office run well on a daily basis.
- Scheduling, resource management, and giving leadership and team members outstanding administrative support were all part of my job.

Sales Coordinator
Abdulmohsen Abdulaziz Al-Babtain - Nissan Official Dealer / Kuwait / Jan 2014 - Jan 2015

- Reviewed pre-sale proposals and prepared administration of sales orders collaborated with the production team and clients to ensure products adhered to client specifications. participated in the overall sales process to help the team drive sales growth and customer satisfaction.

Sales Supervisor
Digits Store Apple Authorized Reseller / Kuwait / Jan 2013 - Jan 2014

- Handled all sales and merchandising for one of the biggest retailers showrooms for Apple products in Kuwait and helped increase sales and meeting assigned targets as one of the top performers in the company.

Sales Supervisor
The one Total Home Experience Showroom / Kuwait / Jan 2012 - Jan 2013

- Responsible for creating a sales environment that enhances the buying experience for customers, and also was in charge of driving the full sales lifecycle from initial contact with demonstrations and sales.

Customer Service Agent
Vodafone UK Premium Account / Cairo, Egypt / Jan 2010 - Jan 2012

- As a Customer Service Representative, I was dedicated to delivering exceptional support, resolving customer inquiries efficiently, and enhancing overall satisfaction.
- My role focused on communication, problem-solving, and ensuring a positive experience for every customer interaction.