

Place for photo

SAMPLE 19

General Manager Sales & Marketing, EEMEA

Dubai, United Arab Emirates
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CORE COMPETENCIES

- Commercial Pipeline Management
- Customer Driven Solution
- Proposal Management
- Financial and Operational Trend Analysis
- Delivering Supply chain solutions
- Growth Lever Identification
- P & L Management
- Revenue and GP Growth Sales
- Operational and Services Management
- Business Planning
- Alliance Management (Local, Regional and International) Supplier Negotiation Strategic Planning

SKILLS

ORGANIZING



TEAMWORK PLANNING



COMMUNICATION



MEMBERSHIPS

- Board member of the Supply Chain and Logistics Group
- German Chamber of Commerce, Dubai, United Arab Emirates Southern African Business Group, Dubai, United Arab Emirates

IT SKILLS

- MS Word
- MS Excel
- PowerPoint
- MS Project

EXPERIENCE SUMMARY

- Executive leader with exceptional skills in delivering strategic leadership for defining commercial paths to attain growth and profitability.
- Adroit at swiftly developing collaborative working relationship within the organization to achieve company's overall business goals Multicultural team manager with exposure in leading a team of more than 100 across the EEMEA Region (East Europe, Middle East and Africa) in a matrix organization.
- Documented success of consistently fueling accelerated revenue gains by generating new business with a career high of USD 333 Million of direct and indirect revenue.
- Experience in working with the world's largest assistance and medical staffing company operating in over 80 countries. Leading the commercial teams to success through KPI management, real time coaching and mentoring.
- Experience in working with the world's largest Supply Chain company operating in over 220 countries and territories.
- Senior Industry leader with robust experience in building customer driven Solutions by harnessing the required resources of group such as warehousing, IT, road and air transportation.

SUCCESSION PATH

- Vice President MNC & SPL EEMEA (2011 to 2013) Head of MNC for MENAT (2010 to 2011)
- Head of Solutions EEMEA (2008 to 2009)
- MENA Business & Product Manager Development Manager (16 countries) (2007 to 2008)

WORK HISTORY

2013 - Present

GM Sales and Marketing EEMEA International SOS

Significant Highlights:

- Demonstrated excellence in increasing business in the new target markets and augmenting footprint of International SOS within the EEMEA region
- Enhanced Custer satisfaction score from 64% to 72% in 2014 -2015 and 72% to 76% in 2015-2016
- Significantly delivered top line growth in excess of USD 333 million for the year 2016. Underpinned by strong GP growth and successfully maintained GP while increasing competition from new players
- Increased the GP by 15% and reduced cost by 11.2% in 2014-2015 Improved sales staff retention from 14% to 5% and increased job promotions within Sales and Marketing from 3% to 12% in 15-16
- Maintained consistent revenue in 2015 -2016 despite adverse trading conditions and improved GP by 4%
- Engaged in M&A and ensured that post-merger integration flows flawlessly into the existing structures.

Responsibilities:

- Working closely with the Chairman, CEO, CFO, GM OPS and GM Medical. Heading the Sales and Marketing team at regional level from Dubai consisting of 8 specialists as well as 6 Heads of Sales allocated by Sub Region within the EEMEA region.
- Introducing incentive schemes that motivate the sales organization to achieve the revenue and GP (Gross Profit target).
- Determining annual and gross-profit plans by forecasting and developing annual sales quotas for regions and projecting expected sales volume and profit for existing and new products.
- Establishing business objectives by forecasting and developing annual sales quotas for the assigned regions.

STUDY PROGRAMS ATTENDED

- DP DHL Global Leadership Executive Development
- DHL Business Leadership Academy completed with distinction
- Export Management, International Trade, International Finance Supply Chain Mapping and Management
- International Transport (Institute of Exports UK)
- Scott Works Negotiations Course (Scott Works of Scotland) Strategic Account Management Sales Performance Management Developing Leadership skills

PERSONAL DETAILS

Date of Birth: 5th November 1969

Marital Status: Married Nationality: German

Languages Known: English, German, and Afrikaans

Address: PO Box 54757, Dubai, United Arab Emirates

VALUES

- Accountability
- Integrity
- Honesty
- Leadership
- Teamwork

ACHIEVEMENTS

- Delivered the 1st 3-year contract in excess of USD 10 million for International SOS.
- Twice winner of the SCATA Awards for the Middle East in the category Courier company.
- Winner of the DHL Sales Person of the Year award for the Middle Est.
- First DHL Sales Team to break the USD 1 million mark for monthly revenue in the Middle East and Africa.
- Recognition for outstanding business performance for DHL UAE Awarded Diploma for Business Leadership with high standard of quality and implementation.

2011 - 2013 Vice President EEMEA (Global Multinational Customers & Spare Parts Logistics) DHL Worldwide Express

Significant Highlights:

- Formulated strategy for the entire business and opened up new countries in the DHL Network for the purposes of establishing an Emerging Markets foot print for DHL in the Spare Parts Logistics domain.
- Took ultimate charge for managing a Revenue budget of Euro 100 million and EBIT results for the MNC channel and Spare Parts Logistics business in EEMEA.

Responsibilities:

- Managed and motivated a team of managers (5 Direct reports and 10 indirect reports) and executed DHL MNC strategy across Russia, CIS, Middle East and Africa in Multinational Customer Channel
- Handled activities entailing Freight economics, road freight calculation slab and incorporated policy factors' including inflating fuel prices and ensured same slab is adapted and practiced by the whole industry.
- Developed risk management programs to ensure continuity of supply in emergency scenarios. Planned and implemented improvements to logistics systems or processes.

2010 - 2011 Head of Global Multinational Customers (Middle East North Africa and Turkey) DHL Worldwide Express

Significant Highlights:

- Meticulous in leading a team of Regional Customer Managers and supervised 6 key industry verticals for DHL across the MENAT region.

Responsibilities:

- Augmented business across MENAT for the selected customer base and standardized commercial as well as operational approach.
- Prepared operational marketing and commercial plan to attract more customers and provided underlying support and operations structure to carry the business forward.

2008 - 2009 Head of Solutions for Emerging Markets (EEMEA) DHL Worldwide Express

Significant Highlights:

- Successfully Implemented internal and external solutions across the Emerging Markets covering Russia, CIS, Eastern Europe, Middle East, North Africa, Turkey and Sub-Sahara Africa.

Responsibilities:

- Provided solutions that vary from transport solutions (Road & Air) to supply chain solutions involving warehousing and IT solutions in the Supply Chain.

2007 - 2008 Middle East Area Product and Business Development (Operations & Commercial) DHL Worldwide Express

Significant Highlights:

- Displayed skills in managing 25 Countries Middle East, North Africa and Turkey MENAT.
- Achieved Revenue Budget of USD 55,000,000 and Operations Budget of USD 18,000,000.

Responsibilities:

- Supervised the Commercial and Operational Team for Logistics, Road Transport, Trade Lanes and Global Mail.
- Managed major RFQ's and RFI's and handled EBITA requirements as set out in the annual Financial Plan. Developed customized Solutions specific to customer's requirements in the Supply Chain Area.