

Karim El-Ali

Abidjan, Côte d'Ivoire



kare9m@hotmail.com



+2250779666690



[linkedin.com/in/kare9m](https://www.linkedin.com/in/kare9m)

Summary

A smart, committed and self-motivated individual with an outgoing personality and the ability to develop relationships with key business clients and colleagues. Possessing a proven track record of building long-term relationships with clients and ensuring that value is provided to their businesses. Able to deliver results under pressure by bringing fresh thinking to a project and by fostering long term profitable relationships with key accounts.

I speak English, French and Arabic fluently.

Experienced in portfolio management, financial markets and trading techniques as well.

Experience



Co-Founder

iKONIK

Nov 2020 - Present (11 months +)



Sales Manager

V-Count

Sep 2020 - Aug 2021 (1 year)

- Achieving growth and hit sales targets by successfully managing the sales team
- Designing and implementing a strategic business plan that expands company's customer base and ensure it's strong presence
- Owning recruiting, objectives setting, coaching and performance monitoring of sales representatives
- Building and promoting strong, long-lasting customer relationships by partnering with them and understanding their needs
- Presenting sales, revenue and expenses reports and realistic forecasts to the management team
- Identifying emerging markets and market shifts while being fully aware of new products and competition status



Account Manager

Think Teknoloji Danışmanlık

Apr 2020 - Sep 2020 (6 months)

- Handling all leads fully, completely and professionally
- Converting all leads into live and funded trading accounts
- Creating accounts on the Company's database
- Assisting clients with any queries and / or technical issues they come across as well as account openings
- Searching and identifying areas for business development as well as networking opportunities



Operations Officer

Jan 2019 - Apr 2020 (1 year 4 months)

- Managed 3 portfolios (on Interactive Brokers)
- Gained extensive knowledge of financial markets, trading techniques and portfolio management.
- Hands-on experience in operating in a startup and finding out how to manage a team of creative individuals.
- Understanding small businesses management ins and outs from fundraising to pitching to VC's and angel investors to strategic planning, screening and personnel selection.
- Gained excellent technical abilities and a full understanding of big data analytics.
- Spearheading strategies to steer the company's future in a positive direction.
- Driving the company's operating capabilities to surpass customer satisfaction and retention, and company goals.
- Monitoring invoices, money handling procedures, accounting and bank processes.
- Preparing timely and accurate financial performance reports.
- Overseeing marketing initiatives and implementing better business practices.
- Delegating responsibilities to ensure staff members grow as capable participants.
- Employing various initiatives to coach employees to optimize their capabilities.
- Completing performance reviews in a prudent manner.
- Assessing and implementing improved processes and new technologies, and collaborating with management regarding the implementation of these improvements.



Customer Care Professional

Aylol SARL

May 2017 - Jan 2019 (1 year 9 months)

- Maintaining financial accounts by processing customer adjustments.
- Recommending potential events or services to management by collecting customer information and analyzing customer needs.
- Preparing product or service reports by collecting and analyzing customer information.
- Resolving product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
- Attracting potential customers by answering product and service questions; suggesting information about other products and services.
- Opening customer accounts by recording account information. Maintaining customer records by updating account information.



Account Manager

TeleSupport International (An ITG Company)

Oct 2015 - May 2017 (1 year 8 months)

- Responsible for creating and sustaining new sales, contracting, establishing and keep a good working rapport with re-sellers, various departments and dealing with channel programs.
- Communicating and updating clients about products and offered services. Having knowledge demonstrating industries.
- Working with promotion to increase sales through events and other activities, as well as expanding relationships of existing customers.



Retail Sales Consultant

Al Tayer Group

Apr 2013 - Aug 2015 (2 years 5 months)

Greeting customers, responding to questions, improving engagement with merchandise and providing outstanding customer service.

Operating cash registers, managing financial transactions, and balancing drawers.

Achieving established goals.

Directing customers to merchandise within the store.

Increasing in store sales.

Superior product knowledge.

Maintaining an orderly appearance throughout the sales floor.

Introducing promotions and opportunities to customers.

Cross-selling products to increase purchase amounts.



Computer Technician

Zahed Computers

Apr 2010 - Mar 2013 (3 years)

- Installed hardware and software on standalone personal computers.
- Responded to requests for technical assistance.
- Managed testing procedures for newly installed hardware and software applications.
- Ensured timely repair of equipment.
- Assisted with network troubleshooting procedures.
- Provided backup to the network administrator. Installed and updated antivirus programs on a constant basis.
- Ensured maintenance of end user workstations and peripheral devices.

Education



Lebanese University

Bachelor's degree, Business Administration and Management, General

2006 - 2010

Skills

Strategic Planning • Analytical Skills • Communication • Critical Thinking • Problem Solving • Teamwork • Multilingual • Mergers & Acquisitions (M&A) • Early-stage Startups • Small Business Management