

# EHAB SHENOUDA

## OPERATION EXECUTIVE

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### Professional Summary

Dynamic and multilingual sales and operations professional with 15+ years of cross-industry experience in client services core competencies, enterprise project coordination, and strategic account management. Proven ability to build value-driven relationships with senior clients, drive revenue, and exceed performance KPIs. Adept in CRM tools, B2B sales, and cross-functional team leadership. Fluent in English, Arabic, and basic French.

### CORE COMPETENCIES

- B2B Enterprise sales.
- Client retention and growth.
- Data Analysis & Reporting (Excel/ SAP).
- Sales & performance Strategy.
- Project Management & coordination.

### PROFESSIONAL EXPERIENCE

#### Senior Client Advisor | Fendi (LVMH Group) London, UK

2022- present.

- Drive and increase sales, upselling and to exceed various KPI performance target across leather goods and ready to wear categories, achieving 15-25% YoY growth across key client segments.
- Led personalized client engagement strategies to exceed sales targets and drive loyalty across VIP clientele with over 600 client outreach touch points per quarter using CRM tools.
- Take receipt to prepare weekly and monthly reports analysis for reconciliation, store performance and figure reports.
- Coordinated backend operations including stock movement, store reporting, and after-sales issue resolution.
- Maintained a portfolio of 150+ senior clients, delivering bespoke service and driving retention, with 35% increase in targeted campaign response.
- Achieved the million club incentives with an average £2.5 million in annual net sales, ranked the 3rd in Europe and top 5 performer advisors across the region.
- Mentoring and onboarded 8+ new team members, streamlining their integration and improve team performance.

#### Commercial Support Specialist | Economic Co. for Electrical Power & General

##### Industrial Supplies | Egypt. (Remote)

2017- Present

- Work remotely from London to oversee and support B2B enterprise sales operations across public and private sectors, including government and industrial contracts.
- Played a key role in winning 6 major government contracts with a total of EGP 50 million (£1.2 million) in total business value through strategic pricing, compliance documentation and tailored solutions.
- Produced 235 technical and commercial proposals, securing an average success rate of 65% in a competitive bids.
- Oversaw budgeting, resource allocation, and profitability metrics for multiple projects and reduced costs by 15% through effective resource planning.
- Contributed to increase warehouse efficiency through best technology practice, control and with 30% more storage capacity.

**Services Coordinator | ISS (CAPGEMINI PLC) London, UK.****2019- 2020**

- Key points of contact for all the inbound and outbound various enquiries.
- Liaised with other departments regards boarding of new joiners and offboarding actions for over 220 employees, working across functionally with HR, IT, Financial services and Facilities.
- Performed routine administrative tasks and supported 10 departments with ad-hoc tasks.
- Ensured HSE and standards of IFM service guidelines and regulations are followed at all times.
- Managed and facilitated Capgemini networking and corporate events for up to 200+ attendees.

**Facility Management Coordinator | Ernst & Young | London, UK.****2017- 2019**

- Oversaw procurement and stock management of office supplies, events and building materials across 9 floors for over 2000 EY employees.
- Coordinated facility management services and worked closely with building contractors to ensure 100% compliance with health and safety regulations and EY's internal service standards.
- Delivered monthly facility performance reports, tracking records, maintenance issues and overall office condition.
- Managed and oversaw meeting room bookings, events coordination and setup requirements for internal and external events for more than 60+ attendees.
- Supported senior management in driving cost effective facility management solutions, achieved 15% in cost savings on overall building maintenance.

**Administration Officer | SOUTHWARK WORK. London, UK.****2014- 2017**

- Provided comprehensive administration support to employment and training services within the borough.
- Coordinated workshops, meetings and appointments across teams and partner organizations.
- Updated databases and maintained confidential documents inline with GDPR.

**Logistics Coordinator | Golden Lines for Shipping & Trading | Alexandria, Egypt. 2008- 2010**

- Coordinated end to end international logistics and supply chain operations for 80+ international shipments annually across Europe and MENA region.
- Responded to senior client queries across different inventory management and vendor relations.
- Advised on import/ export procedures, tariff classifications and regulatory compliance contributing to Zero regulatory fines during custom audits.
- Managed Bill of Lading preparation and verification , commercial invoices and packing lists through closer coordination with suppliers and freight agents.

**Retail Banking Advisor trainee | SOCIETE' GENERALE BANK (NSGB) | Alexandria, Egypt.****2007- 2008**

- Customer service and loan applications, Processed requests (A/C openings, cheques clearance, and general inquiries).

**EDUCATION**

University of Sunderland - London. UK

- Master in Business Management. (Strategic Management and operations). **2012 - 2013**

Arab Academy for Science &amp; Technology. Alexandria, Egypt

**2004- 2008**

- Bachelor of International Trade & Logistics.