

Mohammed Amine El-Fecih

Protocol & VIP Client Manager | Sales Consultant

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Summary

A dedicated professional with a diverse background and proven expertise in client relationship management, events coordination, and performance optimization. Adept at representing organizations at high-level events and fostering trust-based partnerships with VIP customers. Skilled in talent development, policy implementation, and cross-functional collaboration to drive operational excellence. Proficient in budgeting, financial analysis, research, and data-driven decision-making. Seeking to work in an environment that is conducive to my intellectual, professional, and personal growth, where I can contribute significantly to the growth of the team/organization with strong experience and expertise leading to success.

Experience

Protocol & VIP Client Manager– 03/2017 to 12/2023

Ooredoo, Algeria, Algiers

- Represented the CEO and the company OOREDOO ALGERIA in important events organized by VIP clients (Embassies, ministries, high institutions).
- Participated, organized dinners and sports events, and developed trust relationships with a portfolio of major VIP clients
- Participated in the management of the VIP segment and team performance, and the recruitment of qualified individuals
- Ensured that the team fully met the needs of VIP customers (Embassies, Ministries, and High institutions) such as guiding them in the management of difficult and/or contentious cases
- Advised and guided internal and/or external VIP clients in the application of standards and policies
- Developed and maintained a network of VIP contacts in the sector (other VIP clients, other companies, suppliers, organizations, etc.), and participated in the implementation of new policies and procedures
- Collaborated with internal team members, ensuring that the correct products and services were delivered to VIP customers promptly
- Prepared regular reports of progress and forecasts for internal and external stakeholders

Sales Consultant – 09/2016 to 12/2017

Gruau Algerie, Algiers, Algeria

- Generated new sales leads and cultivated relationships with prospective clients to expand the customer base
- Demonstrated deep product knowledge to advise customers on the most suitable solutions for their business needs
- Negotiated contract terms and pricing to secure profitable sales deals while maintaining customer satisfaction
- Collaborated cross-functionally with the sales, marketing, and technical teams to deliver comprehensive sales support
- Exceeded quarterly and annual sales targets through effective prospecting, pitching, and closing techniques

Budgetary Science Intern – 01/2016 to 05/2016

Ministry of Finance, Algiers, Algeria

- Assisted the budget planning team in analyzing historical financial data and projecting future budget requirements
- Conducted research on best practices in government budgeting and finance to identify potential areas for process improvements
- Contributed to the preparation of briefing materials and reports for senior finance officials on budgetary matters
- Gained hands-on experience in the implementation and monitoring of the government's annual budget

Project Management Intern – 12/2013 to 05/2014

Ministry of Energy & Mining, Algiers, Algeria

Education

Master's Degree in Business Administration – 11/2014 to 06/2016

Algerian-American management institute / American University of leadership, Algiers, Algeria

Master's Degree in Management Science and Economics – 09/2014 to 07/2016

University of Algiers III, Dely Brahim, Algeria

Bachelor's Degree in Economics and Management Science – 09/2011 to 06/2014

University of Algiers III, Dely Brahim, Algeria

Professional Certificates

Verified International Academic Qualifications – 03/2021

World Education Services

Volunteering Experience

Volunteer Staff – 08/2018 to 12/2022

Wataniya Telecom Algérie s.p.a.

Fundraising Volunteer – 01/2018 to 10/2018

The voice of the poor / La voix des pauvres

Member – 01/2016 to 01/2018

“START EHEC” Student Association

Skills & Expertise

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| <ul style="list-style-type: none">● Negotiation● Lead Generation● Consultative Selling● Product Expertise● Budgeting & Analysis● Research Skills● Communication● Strategic Thinking● Problem-Solving● Project Management● Diplomatic & Tactful handling of sensitive issues● Professionalism● Cultural Awareness● Sap CRM & ERP | <ul style="list-style-type: none">● Client Relations● Event Coordination● Performance Management● Talent Acquisition● Training & Development● Stakeholder Management● Policy Implementation● Cross-Collaboration● Reporting & Forecasting● Adaptability
● Confidentiality
● Time Management |
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Languages

Arabic: Native | **English:** Fluent | **French:** Fluent