

Khalid Emad Haiba

Sales Professional | Customer Service & Finance Background

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Professional Summary

Results-driven Sales Professional with strong experience in B2B sales, customer service, and finance fundamentals. Proven ability to generate revenue, manage client relationships, and deliver value-driven solutions while maintaining high customer satisfaction. Equipped with financial awareness to understand pricing, margins, and business needs, combined with excellent communication and problem-solving skills. Seeking a sales-focused role where customer experience and business growth go hand in hand.

Professional Experience

Customer Service Representative – Yodawy Account | Teleperformance, Giza

Nov 2024 – Jan 2025

- Supported customers by handling inquiries, resolving issues, and ensuring a positive service experience.
- Applied strong communication skills to build trust and long-term customer loyalty.
- Maintained accuracy and professionalism in high-volume call environments.

Sales Executive – Heavy Equipment Filters | Golden Filters, Dammam, KSA

Feb 2022 – Aug 2024

- Drove B2B sales growth by identifying client needs and offering tailored product solutions.
- Negotiated pricing, closed deals, and consistently achieved sales targets.
- Utilized financial understanding to support pricing decisions and maximize profitability.
- Built and maintained strong relationships with key industrial clients.

Inside Sales Representative | Golden Filters, Dammam, KSA

Jan 2021 – Feb 2022

- Managed inbound sales inquiries, quotations, and order processing.
- Coordinated with logistics and finance teams to ensure smooth sales operations.
- Focused on upselling and cross-selling while delivering excellent customer service.

Sales Representative | EI-Sayal Filters, Dammam, KSA

Feb 2019 – Apr 2020

- Promoted and sold industrial products to construction and logistics clients.
- Strengthened negotiation skills through direct client interactions.
- Ensured customer satisfaction and repeat business.

Education

Bachelor of Business Administration – Financial Management Track

Alexandria University | 2019 – 2025

Key Skills

B2B Sales & Negotiation, Customer Relationship Management, Customer Service Excellence, Sales Target Achievement, Financial Awareness & Pricing, Microsoft Excel & Office, Problem Solving, Time Management, Fluent Arabic & English