

MANSOUR ALSAGOOR

Business Development | Account Manager | Customer Success Leader

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PROFILE

Results-driven Business Development and Account Manager with over 5 years of experience driving sales growth, client success, and cross-functional team leadership across the F&B and tech sectors. Proven ability to lead enterprise accounts, negotiate high-value deals, and launch strategic initiatives that boost revenue and retention. Skilled in CRM (Zoho, Salesforce), project management, and performance optimization. Bilingual in Arabic and English, with hands-on knowledge of KSA's food industry dynamics.

WORK EXPERIENCE

Account Manager

Foodics

May 2025 - Present

- Manage strategic relationships with key clients to ensure retention and identify opportunities for upselling and cross-selling of Foodics solutions
- Managed a portfolio generating SAR 4.5 million annually.
- Monitor account KPIs and report performance metrics to senior leadership.
- Increased key account revenue by 10% through upselling and strategic cross-selling initiatives.

Implementation Manager

Foodics

June 2024 - May 2025

- Led end-to-end implementation of projects, ensuring delivery on time and within scope.
- Increased platform utilization through proactive customer engagement during the activation phase.
- Managed a cross-functional team and collaborated with sales, technical, and customer Success teams to ensure seamless implementation.

Customer Success Specialist

Foodics

June 2023 - June 2024

- Managed a portfolio of 300+ accounts and VIP clients in Saudi Arabia and Bahrain, achieving a 95% satisfaction rate.
- Trained and mentored team members to improve system knowledge, boosting team performance.
- Nominated as Q2 Hero Worker for exceptional performance.

Account Executive

Napco National

June 2022- June 2023

- Built relationships with over 100 factories in the food, beverage, agriculture, and pharmaceutical sectors.
- Conducted daily site visits, contributing to an increase in annual revenue through new client acquisition.
- Worked closely with five factories, understanding their needs and providing tailored packaging solutions.

Senior Technical Support Specialist

Foodics

March 2022 - May 2022

- Provided VIP client support, resolving technical issues, and improving service quality.
- Trained new technical support team members, improving their onboarding process.

EDUCATION

Montana State University

Bachelor of Science in Construction Engineering Technology

2017 -2020

TECHNICAL SKILLS

Zoho CRM

Microsoft Office

SalesForce

ZenDesk

Gainsight

Microsoft Dynamic AX

SOFT SKILLS

Multitasking

Training Project

Leadership

Management

Teamwork

Relationship-building

Communication

Problem-solving

Negotiation

Strategic Planning

CERTIFICATES

- OSHA 30 - Construction Safety and Health
- Critical Thinking and Problem Solving
- Leadership Foundations: Styles and Models
- Project Management Foundations

LANGUAGES

- Arabic: Native
- English: Proficient