

Ahmed Serag

Customer Success/Customer Support for SAAS + AI

American Citizen | **Location:** San Tan Valley, AZ, USA, 85140

Email: ahmedserag1@gmail.com | **Phone:** (602) 515-5656 | **LinkedIn:** AhmedSeragUSA

EXECUTIVE SUMMARY

I've spent the last 5 years diligently supporting Startups from multiple angles, including sales and support engineering. I focused on AI sales throughout 2024-2025 for a self-generated combined total of over 750+ qualified leads, 137 qualified meetings, tens of trials, and multiple full cycle sales. I was an award-winning support engineer at an A16Z funded startup from 2021-2023, a role I learned to code in school for. I helped maintain 20% MoM revenue growth via high customer satisfaction. Alongside a great onboarding team, we kept churn below 5% and helped manage majority retention month to month.

Skills & traits: problem solving, understanding the product quickly, understanding customer needs quickly, responsive, full cycle customer success management, working with customers over the phone, screenshare, email, and chat, helping implement the product alongside the customer to ensure high performance of software, phone sales, product presentation, SQL, Javascript/React, CSS, HTML

EXPERIENCE

Obviously AI, Custom AI Model Sales Development Representative, Feb 2024 - November 2024

- Generated 2,074 pickups, 1,277 convos, 108 in-ICP meetings attended by C-Suite decision makers
- **Leading salesman, generated the most attended, in-ICP meetings**
- was asked to come back after 2 months after startup reorganized

Practice.do, Lead Support Engineer & Junior Web Developer, Nov 2021-Sep 2023

- **Led customer success** and worked as junior web developer, resolving bugs that prevented customers from using platform successfully. In contact with customers all day long, mainly via phone, zoom, email.
- Spent 2 years learning React, Javascript, NodeJS, and deploying bug fixes, new features, and solving customer issues and questions in award-winning (G2 awards) fashion. **Helped maintain 20% MoM growth.**

Needs.com, SMB Account Executive, Feb 2018-Nov 2019

- driving 3-4 sales / day utilizing zendesk chat and outbound calling. **Leading and last salesman before startup acquisition.**

Google for TTECH/Revana, 2014-2017

Google Marketing Solutions, Large Customer Sales Campaign Specialist

- Major contributor to North American large customer sales and support via campaign management, campaign optimization, presentations and calls based on campaign performance metrics like cost per conversion and conversions
- Contributed to 1000s of campaigns, **achieved 150-200% of target conversion rates & CTRs**

Google Marketing Solutions, SMB Account Strategist

- **Achieved #1 Salesperson** internally within contractor organization and top 3 globally for all of Google

Arizona State University, 2009-2012, Bachelor Of Science, Kinesiology/Pre-Med, 3.47 GPA, 1230 SAT
BloomTech/Lambda School, 2020-2021, Completion of 960 Hours course of study, Full Stack Web Dev
Grant Cardone Sales Training University, 2014-2017, Completion of Study, Sales Training