

Ahmed Mohamed Hosni

Digital Marketing & Growth Strategist | Customer Success Leader | AI Automation & Application Builder

Mobile/WhatsApp: +20 110 121 2909 Mail: Ahmedmohamedhosni@outlook.com

LinkedIn: linkedin.com/in/ahmedmhosni/ Location: Cairo, Egypt

English Professional Working Proficiency Arabic Native

Summary

Digital Marketing, Growth and Customer Success leader with 10+ years of experience across the GCC and EMEA, combining strategic planning with hands-on execution across performance marketing, customer acquisition, account growth and digital transformation. Over the past two years, I have expanded my work into AI-powered business applications, workflow automation, CRM and operational systems, API integrations and AI-assisted product development. My strength is translating commercial and operational requirements into practical digital solutions that improve customer experience, team productivity, reporting and revenue performance.

Skills and Professionality

Management & Business Strategy

- Strategic Planning
- Customer Success Management
- Performance Management
- Team Leadership & Mentoring
- Workflow Creation & Process Mapping
- Business Development & Account Growth
- Digital Transformation
- Process Optimization
- Technology Adoption
- Project & Delivery Management
- Sales Enablement & Forecasting
- Business Requirements Analysis

Digital Marketing, Growth & Customer Experience

- Digital Marketing Strategy
- Performance Marketing & Media Buying
- Google Ads / Meta Ads / LinkedIn Ads
- Lead Generation & Funnel Optimization
- Customer Segmentation
- CRM & Lifecycle Marketing
- Product Marketing & Positioning
- Social Media & Content Strategy
- PPC / SEM / Digital Advertising
- Marketing Analytics & Reporting
- Customer Retention & Expansion
- Proposal Writing & Partnerships

AI, Automation & Business Applications

- AI Application Development
- AI-assisted Product Development
- AI Agents & LLM Workflows
- Prompt Engineering
- n8n & Workflow Automation
- Business Process Automation
- CRM / ERP / Operations System Design
- API & WhatsApp Cloud API Integrations
- AI-powered Internal Tools
- Automated Reporting & Analytics
- Local LLM / Ollama Workflows
- SQL, Git & GitHub

Platforms & Creative Technology

- Google Analytics / Adobe Analytics
- HubSpot / Mailchimp
- WordPress / Elementor
- SEMrush / Yoast SEO / MOZ
- Google Keyword Planner
- Microsoft Advertising
- Adobe Creative Suite
- Canva
- Photography & Videography
- Web Application Development
- Frontend / Backend Project Coordination
- Stripe & Webinar Integrations

Professional Experience

Jan 2025 – Present

Isdigital – Digital Marketing Agency – United Arab Emirates – Remote
Head of Digital Department
Performance Marketing Strategist / Customer Success

Responsibilities

- Create digital and performance strategies for strategic accounts and ensure alignment with client business objectives.
- Manage core media-buying and performance campaigns across Google, Meta and LinkedIn and develop analytical dashboards for decision-making.
- Lead customer success strategy, account retention and revenue-growth initiatives while maintaining long-term client partnerships.
- Lead, mentor and support digital, customer success and business development teams and improve cross-functional workflows.
- Identify opportunities for AI, automation and digital systems that reduce manual work and improve productivity and customer experience.
- Advise management and clients on digital transformation, marketing technology, automation and practical AI adoption across business workflows.
- Work across industries including real estate, retail, finance, F&B, medical, construction and consulting.

Mar 2025 – Present

DCSH – Digital Cyber Security Hub – United Arab Emirates
Community Head & Platform Developer – Private Digital Venture

Responsibilities

- Contribute to the development and operation of a cybersecurity learning platform across frontend, backend and customer experience.
- Integrate webinar technology, Stripe payments, courses, speaker pages and analytics while supporting sales and community growth.
- Manage platform requirements, feature improvements and performance monitoring.
- Use AI-assisted development workflows for requirements analysis, prototyping, implementation, troubleshooting and iteration.

Earlier Professional Experience

Dec 2021 – Jan 2025

Isdigital – Digital Marketing Agency – United Arab Emirates – Onsite
Digital Strategist / Business Development Manager

- Created client digital strategies and media-buying plans aligned with business objectives and target audiences.
- Built new-business pipelines, developed proposals, negotiated terms and drove revenue through acquisition, upselling and cross-selling.
- Managed strategic client relationships and coordinated creative, development and analytics teams for project delivery.

Oct 2020 – Dec 2022

Isdigital – Digital Marketing Agency – United Arab Emirates – Onsite
Digital Marketing Professional & Project Manager

- Planned and optimized digital campaigns against client objectives and KPIs while managing timelines, budgets and cross-functional delivery.
- Analyzed campaign performance and used data-driven recommendations to improve results.

Nov 2019 – Oct 2020

Leogami – Digital Marketing Agency – Egypt
Digital Strategist

- Developed multi-channel digital strategies across web, social, email and search; led campaign execution, client relationships and retention initiatives.

Oct 2018 – Nov 2019

Leogami – Digital Marketing Agency – Egypt
Digital Marketing Account Manager

- Managed digital strategy, content, PPC, audience targeting and analytics using Google Ads, Microsoft Advertising and Google Analytics.

- Jan 2017 – Oct 2018 **Leogami** – Digital Marketing Agency – Egypt
Digital Marketing Specialist
- Supported content, social media, PPC execution, analytics, client communication and performance tracking.
- Sep 2015 – Jan 2017 **Leogami** – Digital Marketing Agency – Egypt
Social Media Account Manager
- Managed social media content, communities, paid campaigns and performance reporting.
- Sep 2013 – Jun 2015 **Reach** – Advertising Agency – Egypt
Graphic Designer / Digital Marketing Support
- Created advertising and digital assets, supported prepress production and contributed to social media, email, display advertising and website content.

Education

Bachelor of Commerce – Major in Accounting

Faculty of Commerce, Ain Shams University | 2016

Additional Information

Languages: Arabic – Native | English – Professional Working Proficiency

Markets: GCC and EMEA, including UAE, KSA, Kuwait, Bahrain, Jordan, UK, Ireland, Middle East and Africa

Professional Focus: Digital Marketing, Growth, Customer Success, AI Automation, Business Applications and Digital Transformation

Personal Information

Date of Birth: December 12, 1990 | **Nationality:** Egyptian

Military Service: Exempted | **Gender:** Male