HASSAN AHMED

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**OBJECTIVE:** 18 Years of Customer Service, Sales , Business Development & Marketing experience, now i am interested in learning new functions and utilize my capabilities and willing to adapt to changes driven by professional requirements. A skilled communicator, in both written and oral forms, able to develop and lead a multi-national team. Experienced in working in difficult locations and managing remote operations with minimal supervision from head office.

# HIGHLIGHTS

* Expertise of SAAS Service,Strong motivational and leadership skills, Excellent communication skills, Ability to work individual as well as in group, Real Estate Market Trends. Consistent Revenue Growth, Strategic Sales Planning, Leadership & Team management , Client Relationship Management, New Business Development, Negotiation and Deal Closure, Market Analysis and Insights, Cross-functional Collaboration, Sales training and Development, Market Expansion.

#  ACHIEVEMENT:

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* Onboard Mitchell’s Pakistan, Cheetay Logistics, Food Panda, Zameen.com
* **Subway** North Pakistan with 38 Store & **FRICHIKS** Pakistan Onboard at Friday POS.
* Opening of 34 new offices with complete Staff and structures in Zameen.com.
* Managed Agency connects events in different cities to promote company vision.
* Gave Presentations on usage and benefits of Online medium.
* Established good working relationships with customers/clients.
* Improved customer service satisfaction and Sales Techniques.

## EXPERIENCE

## Tech Andaz Sep 2021 – Present

 Business Growth Head

* Develop Shopify Estore and Mobile App for Clothing Brands and implement comprehensive business growth strategies aligned with the organization goals and objectives.
* Identify emerging market trends, competitive landscapes and customer needs to inform strategic decision.
* Collaborate with cross-functional teams to align growth initiatives with product development, marketing, and sales strategies.
* Identify and evaluate potential markets, both domestic and international, for expansion opportunities.
* Develop market entry strategies and partnerships to penetrate new geographies and segments
* Build and maintain relationships with key clients, partners, industry stakeholders, and potential collaborators.
* Identify and pursue strategic partnerships, joint ventures, and mergers/acquisitions to accelerate growth.
* Negotiate and finalize agreements, contracts, and partnerships to foster business growth.
* Collaborate with the sales team to develop effective sales strategies that drive revenue growth.
* Monitor sales performance and analyze key metrics to identify areas for improvement.
* Lead the development of pricing strategies, promotions, and sales tactics to maximize revenue.

## TOSSDOWN TECHNOLOGIES APRIL 2019 – JULY 2021

## BUSSINESS DEVLOPMENT MANAGER

* Build and promote strong, long-lasting customer relationships and Restaurants by partnering with them and understanding their needs
* Present sales, revenue and expenses reports and realistic forecasts to the management team
* Identify emerging markets and market shifts while being fully aware of new products and competition status.
* Establishes and adjusts selling prices by monitoring costs, competition, and supply and demand.
* Completes national sales operational requirements by scheduling and assigning employees; following up on work results.
* Maintains national sales staff by recruiting, selecting, orienting, commission, reviews, and training employees.
* Contributes to team effort by accomplishing related results as needed.
* Setting Sales and Marketing KPI’s to manage activity within the team.
* Working with sales executives on approaches to building business.
* Overseeing all marketing activity and ensuring it fits with the marketing strategy.
* Arranging for the company to attend relevant industry events and conferences.
* Reporting on activities towards targets to the company directors.
* Attending meetings with customers alongside sales consultants.
* Achieving growth and hitting sales targets by successfully managing the sales team .

**GULF REURITMENT QATAR** SEP 2016 – 2019 FEB

 **Corporate Business Development Manager**

* Writing reports, company brochures and similar documents.
* Organizing and hosting presentations and customer visits.
* Assisting with promotional activities.
* Visiting customers/external agencies.
* Helping to organize market research.
* Accomplishes marketing and organization mission by completing related results as needed.
* Supports sales presentations by assembling quotations, proposals, videos, slide shows, demonstration and product capability booklets; compiling account and competitor analyses.

**ZAMEEN.COM JAN 2012 – JUL 2016**

**BAYUT.COM UAE PROPERTY PORTAL**

**HEAD BUSSINESS DEVELOPMENT**

* Managing sales of 25 cities including their growth plan, business plan, team structure’s, commissions, developing teams.
* Arranging Agency connect events in different cities to promote company Background, briefing of online medium, etc.
* Well Expertise On CRM software.
* Determines annual unit and gross-profit plans by implementing marketing strategies; analyzing trends and results.
* Establishes sales objectives by forecasting and developing annual sales quotas for regions and territories; projecting expected sales volume and profit for existing and new products.
* Implements national sales programs by developing field sales action plans.
* Maintains sales volume, product mix, and selling price by keeping current with supply and demand, changing trends, economic indicators, and competitors.

**Abacus Consulting April 2009 – Dec 2011**

**Team Lead 789/345**

* Responsible to achieve all individual and team targets/KPIs set by the department.
* Responsible for ensuring strict adherence.
* Responsible for achieving high customer satisfaction through high Quality service delivery by ensuring First Call Resolution.
* Maintain complete knowledge of products/offers being introduced in the Market and promptly update the team accordingly.
* Explain the team their objectives and contribute to manage team Objectives through team work.
* Maintain high Motivation level & Moral of the Team by regular team Meetings & Motivational Exercises.

 **TRG (The Resource Group) Jan 2008 – March 2009**

**Quality Assurance Analyst**

* Recruitment
* Training & Development of new recruits
* Monitoring call quality and providing feedback
* Monitoring and maintaining quality for both voice & non-voice (E-mails, customer service & any other external communication)
* Based on call quality calculating monthly incentives and bonuses
* Auditing quality for all TRG Accounts

**TRG (The Resource Group) Nov 2006 – Dec 2007**

**Customer Service, Help Desk & TSR (Alert Communication)**

* Providing Excellent Customer Service & Order Taking to the foreign customer In (USA, England, Canada, and Brazil).
* Responsible for meeting all targets/KPI's on daily bases as set by the Department.
* Responsible for achieving high customer satisfaction high quality service delivery and ensuring First Call Resolution.
* Gather customer’s concerns/suggestions, ensure the customer's voice is being channeled to the right place and follow up.
* Responsible for maintaining /updating complete knowledge and compliance of CRD process routines and procedures along with products/offers being introduced in the department.
* Contribute to manage team objectives through team work.
* Trained new employees on various TMS/ TTAS Accounts.
* In charge of call traffic in absence of a Supervisor.
* Solicit orders for services or goods by interacting by with the customers by phone.
* Fulfil the basic duties such as requesting donations, information, making appointments, collecting information or conducting follow-up.
* Communicate with the private individuals or businesses by phone for various purposes.
* Responsibility to increase the client base so has to deliver prepared sales scripts in persuading potential customers to purchase the organization’s product or service.
* Includes the work of documentation as well therefore enter the data and maintain database of existing customers or potential customers.

 **MPS Call Centre Jan 2004- Oct 2006**

 **Customer service Executive & Outbound Projects.**

* Assist the General Manager in ensuring proper training of new associates, formulating work schedules, and maintains good customer and public relations within the community.
* Supervise and direct associates in daily work activities.
* Maintain strict safety and sanitation standards.
* Contact businesses or private individuals by phone
* Deliver prepared sales scripts to persuade potential customers to purchase a product or service or make a donation
* Describe products and services
* Respond to questions
* Obtain customer information
* Obtain possible customer leads
* Data entry and maintenance of customer/potential customer data bases
* Follow up on initial contact.

# EDUCATION

#  NCBA

#  MBA Sales & Marketing