



TABINDA DANIYAL

Business Development Officer

Objective: To obtain a respected designation at a reputable firm.

Resume Summary: Business Development Manager who is both dynamic and results-oriented, having increased revenue and expanded market presence in the past. Skilled at researching industry trends and creating actionable strategies to seize emerging business opportunities. Competent in generating sales leads, managing client relationships, and negotiating contracts to achieve sales goals. Proficient in working with interdisciplinary teams to provide unique solutions. Skilled analyst who monitors market trends to inform strategic shifts in company expansion. Recognised for strong mentoring and communication skills, as well as a dedication to lifelong learning..

Experience



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Muslim, Pakistani.



Urdu: C1, English: B1,
Punjabi: B2, Sindhi: C1



Islamabad

Education

Masters in English Literature

Federal Urdu University of Arts,
Sciences & Technology

Bachelors

Punjab University, Lahore

Intermediate

Government College for Women

DCA

Nice Institute of Information &
Technology

Competencies

- Efficient Team Player
- Ambitious
- Goal Seeker
- Exemplary Leader
- Successful Perfectionist
- Sincere Advisor
- Optimistic and Persistent
- Diligent and Well-organized
- Courteous Speaker
- Persistent Achiever
- Progressive and Aggressive
- Adaptable Problem Solver
- Collaborative Communicator
- Detail-Oriented Professional
- Results-Driven Strategist

IT Endorsement



Business Development Manager

Oct 2023 - Present

Sky Marketing



Key Responsibilities:

- Conduct market analysis to identify new business opportunities.
- Develop and implement strategic business development plans.
- Generate leads through various channels, including cold calling & networking.
- Establish and nurture strong relationships with clients and partners.
- Prepare and present compelling business proposals.
- Meet or exceed sales targets and revenue goals.
- Negotiate terms and conditions with clients and secure contracts.
- Collaborate with internal teams for customized solutions.
- Identify opportunities for market expansion and geographic growth.
- Stay informed about industry trends and adjust strategies accordingly.
- Develop and manage budgets for business development initiatives.
- Provide regular reports on activities, progress, and outcomes.
- Mentor junior team members & enhance skills through training programs

Assistant Manager Project Sales

Jan 2023 - 20 Oct 2023

Zameen.Com



Key Responsibilities:

- Working with senior team members to identify and manage company risks that might prevent growth
- Identifying and researching opportunities that come up in new & existing markets
- Preparing and delivering pitches and presentations to potential new clients
- Combining efforts and fostering a collaborative environment within the business as a whole
- Communicating with clients to understand their needs and offer solutions to their problems
- Creating positive, long-lasting relationships with current and potential clients
- Running outbound campaigns (phone calls, emails, etc.) to create sales opportunities
- Maintaining client activities in Propforce
- Developing and presenting proposals customized for each client's specific business needs .
- Ensuring excellent customer service through regular client follow up
- Developing rapport with key decision makers
- Translating proposals into ready-to-sign contracts
- Owning the sales lifecycle from prospecting to implementation
- Managing virtual and in-person sales meetings
- Attracting new clients by innovating and overseeing the sales process for the business

Business Development Executive

May 2022- Dec 2023



Topline Marketing

Key Responsibilities:

- Meeting with clients virtually or during sales visits.
- Demonstrating and presenting Projects.
- Establishing new business.
- Maintaining accurate records.
- Attending trade exhibitions, conferences and meetings.
- Reviewing sales performance.
- Negotiating contracts and packages.

Recruitment Executive

May 2022- Dec 2023



RSB – Builders & Contractors

Key Responsibilities:

- Develop and execute recruiting plans.
- Network through industry contacts, association memberships, trade groups and employees.
- Coordinate and implement college recruiting initiatives.
- Lead the creation of a recruiting and interviewing plan for each open position.
- Efficiently and effectively fill open positions.
- Conduct regular follow-up with managers to determine the effectiveness of recruiting plans and implementation.
- Develop a pool of qualified candidates in advance of need.
- Research and recommend new sources for active and passive candidate recruiting.

Global Communication Executive

Jan 2013- Nov2017



TRG – The Resource Group

Key Responsibilities:

- Use an effective approach to handle special telephone tasks like call transfers, taking messages, call backs, holds, interruptions, and unintentional disconnects.
- Handle recruitment related calls for US offices.
- Develop and execute recruiting plans, screening resumes, Work with hiring managers on recruiting planning meetings, efficiently and effectively fill open positions.
- Conduct regular follow-up with managers to determine the effectiveness of recruiting plans and implementation.
- Utilize the Internet for recruitment.
- Develop a pool of qualified candidates in advance of need.
- Build client's interest in the services and products offered by the company.
- Forward Client messages to the higher management in their absence.
- Update the existing databases with changes and the status of each customer/prospective customer.
- Arrange for the dispatch of products, information packages, brochures etc. to clients and other interested parties.
- Follow up the calls of the client with clerical duties which includes faxing, filling up paperwork as well as liaising with other departments.
- Quality management- looks for means of improving as well as promoting quality.
- Answer calls as well as assist internal and external customers who have specific queries, provide superior service via e-mails and faxes as a receiver and caller.

Senior Financial Banking Office -State Bank

Aug2009 - Jan2012



TRG – The Resource Group

Key Responsibilities:

- Managing Remittances queries and complaints from beneficiaries and international
- Remitters Research and study on monetary financial arrangement with international Tie-ups.
- Undergo various training on international overseas payment methodologies.
- Coordinate with correspondent banks on payment queries and routing to the correct beneficiaries.
- Ability to understand customer needs and provide instant / appropriate resolution.
- Identify cross-sell opportunities during each customer interaction.
- Consistently deliver quality service to customers to achieve customer satisfaction.
- Solicit customer feedback and identify problem trends and building action plans
- Evaluate the gather the relevant data
- Calibration meetings
- Bonus Compilation
- Create statistical and graphical reports

Team Coach Telenor – Escalation

May2009 - Aug2009

TRG – The Resource Group



Key Responsibilities:

- Responsible to call back the customer's and update them with the resolution and steps taken in order to resolve the escalation for different customers.
- To coach the operations team.
- Monitored and evaluated the inbound calls and gave feedbacks to agents to coach them on CSE skills.

Customer Support Executive – Telenor

Apr 2009 - May2009

TRG – The Resource Group



Key Responsibilities:

- Served as an executive of customer support for Telenor Pakistan project under TRG.
- Was required to control AHT, maintain quality scores and to provide the best customer support experience to every customer who used to call.

Telesales Representative – PRIMUS CANADA

Jan 2008-Sep 2008

Info Span (PVT) Ltd



Key Responsibilities:

- Served as a Telesales Representative for Primus Canada project under Info span.
- Was required to make sales for internet DSL and Landline, maintain quality score

Telesales Representative-3G/Orange Networks

2007

Unique Solution (PVT) Ltd

Key Responsibilities:

- Served as a Tele Sales Representative for 3G/Orange project under Unique Solution.
- Was required to make sales For Contract Cell Phones, maintain quality scores.

Achievement

- Was elected as the Quality Guru while working for PRI in 2009
- Was nominated for Quality Guru on TRG Annual Day in 2010
- Won Quality Guru award on TRG Annual Day in 2011
- IVR Recording for Pakistan International Airline (Urdu, English)
- IVR Recording for Bank Of Khyber (Urdu, English, Pashto)

PROJECTS & ASSIGNMENTS

Equinix:

August 2013

- Client Coordination.
- Searching and extracting information regarding international company profiles.
- Generating leads for Equinox.
- Compiling the leads in the proper format on MS Excel.

Equinix:

Jan 2014

- Client Coordination.
- Searching and extracting information regarding international company profiles.
- Generating leads for Equinox.
- Compiling the leads in the proper format on MS Excel.

Equinix:

August 2014

- Handled Equinix's special customer reference research project

Bright Star:

November 2013

- Handled product activation for AT&T and Verizon on Black Friday (28th November, 2013)

IVR:

- Recorded IVR for Pakistan International Airline(2012)
- Recorded IVR for Bank Of Khyber(2013)