

MUHAMMAD USAMA TASLEEM

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"Dynamic Business Development Manager with a proven track record of success in strategic relationship and partnership building. Possesses exceptional listening and problem-solving skills to achieve win-win outcomes. Effective in managing multiple and changing priorities with a keen attention to detail and high level of accuracy. An intuitive leader with the ability to inspire high productivity levels and guide and motivate staff. Extensive knowledge in software, hardware, and troubleshooting, with the ability to work in a fast-paced environment. Proficient in Microsoft Office Suite, including Word, Excel, MS Outlook, and PowerPoint."

PROFESSIONAL EXPERIENCE

Abtach Ltd. (Sales-Support Wikipedia & e-book)

Manager Business Development from June-2022 to Till-date.

- Built and maintained strong business relationships with clients, partners, and stakeholders.
- Collaborated with cross-functional teams to create and deliver proposals and presentations to potential clients.
- Participated in the development of sales goals and forecasts, and tracked progress against them.
- Demonstrated excellent communication and interpersonal skills in building and maintaining business relationships.
- Maintained regular communication with customers via phone and email, providing updates and ensuring their satisfaction throughout the completion of their project. Kept detailed records of all interactions to facilitate effective follow-up and customer service.
- Utilized strong project management skills to work collaboratively in a team environment.
- Proficient in Microsoft Office and CRM software.

Brainwave Marketing.

Sales Specialist from July-2019 to Dec-2021

- Make outbound calls to existing customers identifying customer needs, placing orders, and providing information about products and services.
- Maintained a high level of knowledge and understanding of product features, services, marketing promotions and special offers.
- Updated and maintained notes and customer profiles in computer database.
- Excellent at multitasking between taking and making calls and tracking orders in Microsoft excel and word while scheduling appropriate appointment times to close customers simultaneously.
- Exceeded revenue target consistently and become top sales specialist of year.
- Successfully maintained high performance standards ranking as a top rep each and every month.
- Trained and supervised new employees, Preparing shift rosters and reports.

Abtach Ltd. (B2b e-commerce)

Service Delivery Executive from Feb-2018 to June-2019

- Maintaining a long term relationship and maximizing sales opportunities.
- Acquire a thorough understanding of key customer needs and requirements.
- Ensure the correct products and services are delivered to customers in a timely manner.
- Serve as the link of communication between key customers and internal teams.
- Expand the relationships with existing customers to meet their objectives.
- Resolve any issues and problems faced by customers and deal with complaints to maintain trust.
- Record and maintain client's data day to day basis.
- Communicate with different nationality people on daily basis to assist them.

Abu Dhabi International Airport (Al Tamay Cargo Packaging U.A.E) Supervisor from May-2015 to Nov-2017

- Writing letters and emails on behalf of other office staff. Processing expenses sheets and invoices.
- Monitoring stationary levels and ordering office supplies. Maintaining computer and manual filing systems.
- Carrying administrative duties such as filing, typing, copying, binding, scanning etc.
- Organizing travel arrangements for senior managers.
- Covering the reception desk when required.
- Provide information to internal colleagues or external enquirers.
- Handling sensitive information in a confidential manner.
- Relying to email, telephone or face to face inquiries.
- Resolve administrative problems.
- Managing staff appointments, oversee and supervise the work of junior staff.
- Maintain up-to-date employee holiday records.

Meezan Bank Ltd.

Customer Care Executive. From Aug-13 to May-2015.

- Answering inquiries by clarifying desired information.
- Researching locating and providing information.
- Resolve problems by clarifying issues: researching and exploring answers and alternative.
- Solutions: implementing solutions: escalating un-resolve problems □ Maintaining call centre data base by entering information.
- Updates job knowledge by participating in educational opportunities.
- Enhance organization reputation by accepting ownership for accomplishing new and different request: exploring opportunities to add value to job accomplishments.
- Responding to customer queries via emails.
- Training to new staff.
- Preparing shift roster and checking call quality.

Maple leaf Executive Centre

Sales Executive from Mar-2009 to Mar 2012

- Attracts potential customers by answering product and service questions; suggesting information about other products and services.
- Speaks to different nationality people on daily basis to assist them & generating the sale.
- Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem and explaining the best solution to solve the problem.

- Recommends potential products or services to management by collecting customer information and analyzing customer needs.
- Prepares product or service reports by collecting and analyzing customer information.
- Contributes to team effort by accomplishing related results as needed.

Skills

- **Computer skills:** Microsoft Office, Social Media Marketing.
- **Technical:** Accounting, Certified Fast Food and Pizza cook.
- **Professional/Social:** Digital marketing, Problem solving, Good Listener and Solution providing,, Communication.
 - **Languages:** Native Language, Urdu, English (Professional).

Educational Qualification:

2010 Bachelors of Commerce(2-years) University of Karachi (Karachi, Pakistan)

Core business Marketing, Accounting and Finance.

2008 Intermediate+2 Government Premier College (Karachi, Pakistan)

Studied Accounting and Finance.

2006 High School National Paradise School (Karachi, Pakistan)

My core subject was Science.

PROFESSIONAL CERTIFICATIONS

- Diploma in food and beverages management: From PITHM in year 2013-2014.
- IELTS from Australian Education of Pakistan.