

Owais Arshad

Key Account Manager

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Objective

Looking for an opportunity to secure a position where I can employ all my skills for the benefit of an organization. I have made significant progress in my career by delivering valuable information to diverse groups of people and am always ready to adapt to new challenges.

Professional Experience

Aug 2019 – **Key Account Manager**, *Tradewheel.com*, Karachi, Sindh

- Current
- Managed a portfolio of key client accounts, serving as their primary point of contact.
 - Provided continuous support and guidance to clients, ensuring their satisfaction and success.
 - Developed and executed strategic account plans to expand clients' market reach and achieve sales targets.
 - Collaborated with cross-functional teams to identify and implement innovative solutions to meet clients' needs.
 - Resolved client inquiries and issues promptly, maintaining strong and trusting relationships.
 - Conducted thorough documentation of client interactions and maintained comprehensive records.
 - Analyzed market trends and competitor activities to offer valuable insights to clients.
 - Coordinated follow-ups with clients through email and phone calls, ensuring timely service delivery.
 - Assumed responsibility for overseeing the successful delivery of services to clients, meeting and exceeding their expectations.
 - Achieved a significant increase in sales and revenue within the assigned accounts during the tenure.

Aug 2017 – **Sales & Marketing Executive**, *THK Solutions Pvt. Ltd.*, Karachi, Sindh

- May 2019
- THK Solutions (Private) Limited is a certified Microsoft Gold Partner and ISO 9001-2000 software development and consultancy firm providing end-to-end services in the field of software consulting, development, the supply and support of information systems, and business processes.
 - Developed SharePoint-based ERP solutions that easily integrate with other ERPs like SAP and ORACLE.
 - Worked with ConnectPay, a subsidiary of THK Solutions Pvt. Ltd., to streamline payments for organizations of different sizes.
 - Prepared and managed marketing plans for various products, services, ideas, and events.
 - Proficient in Zoho CRM & Dynamics 365, with expertise in lead generation and client follow-up.
 - Developed proposals and presentations for potential clients based on client objectives.
 - Played a vital role in the creation and distribution of marketing materials.
 - Collaborated with clients to strategize and improve materials according to their needs.

Education

- 2010 **Matriculation in Science**, *Bait-us-Salam Higher Secondary School*, Karachi, Sindh
2012 **Intermediate in Commerce**, *Govt. City College*, Karachi, Sindh
2016 **Bachelor's in Commerce**, *University of Karachi*, Karachi, Sindh

Skills

- Communication Excellent communication skills
Coordination Ability to coordinate with people from diverse backgrounds
Adaptability Ability to handle people from different groups and adapt to new challenges
Problem Solving Use innovative methodologies to solve difficult problems
Presentation Proficient in creating informative presentations using PowerPoint
Time Management Strong time management skills
Explanation Effective at explaining complex concepts to individuals
Leadership Strong leadership skills
Independence Independent worker

Certifications

- MS Office (Excel, Word, and PowerPoint) - Good command in all of them
Peach Tree (Accounting Software)