

SAAD NASEEM

Business Manager (Sales / Customer Service)

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PROFESSIONAL SUMMARY

With a rich background encompassing 18 years of expertise in Sales and Customer Services, complemented by a proven track record in Online Bidding, I bring a wealth of experience to drive business success and foster exceptional customer relationships.

I am an Experienced Business Manager, skillful in monitoring and managing daily business operations with focus on continuous improvement. Transforms underperforming operations into successful enterprises using resourcefulness and high-level business acumen.

SKILLS

- Communication
- Leadership
- Strategic Planning
- Negotiation
- Decision Making
- Problem Solving
- Adaptability
- Microsoft Office
- Analytical Thinking
- Team Management
- Team building
- Supervision and leadership

WORK EXPERIENCE

BUSINESS DEVELOPMENT MANAGER - Upwork | Freelancer | Remote - Dec 2022 – present

As an experienced Business Development Manager, I excel in:

- Crafting persuasive and compelling proposals tailored to your project's needs.
- Maintaining clear and consistent communication with clients throughout the project lifecycle.
- Identifying and pursuing new opportunities through creative and strategic thinking.
- Ensuring every aspect of the project is executed to the highest standards with meticulous attention to detail.

BUSINESS DEVELOPMENT MANAGER – Uptivity | Lahore, Pakistan - Jul 2021 – Jul 2023

- My primary focus was to spearhead the promotion of our SaaS products in the local market.
- This role required a deep understanding of the unique needs and preferences of customers within the country, as well as a strategic approach to penetrate and expand our market share.
- I developed and executed comprehensive sales strategies tailored to the specific dynamics of the local market, leveraging market research and competitor analysis to identify opportunities for growth.

SALES CUSTOMER SERVICE MANAGER – Electro Helpdesk | Remote - Jan 2014 – Jul 2021

- As the Sales Customer Services Manager for a Computer Remote Support Company, I oversaw a remote team of 10+ individuals dedicated to providing exceptional customer service and technical support.
- Leading this team required effective communication and collaboration across various channels to ensure seamless coordination and alignment with company goals.
- I implemented remote work tools and technologies to facilitate efficient workflow and communication within the team.

SALES SUPERVISOR – wi-tribe | Lahore, Pakistan – Dec 2011 – Dec 2013

- In the Sales Department, I led a highly motivated and target-oriented team focused on driving revenue growth and exceeding sales targets.
- We were dedicated to identifying new business opportunities, nurturing leads, and closing deals with a customer-centric approach.
- I fostered a culture of continuous improvement and provided ongoing training and support to ensure that every team member had the skills and resources needed to excel in their roles.

BROADBAND ANALYST - PTCL | Lahore, Pakistan - Apr 2009 – Oct 2011

- In my role as Broadband Analyst, I specialized in handling Level-2 technical queries that were escalated from the Level-1 team.
- This involved delving into complex technical issues, analyzing root causes, and providing comprehensive solutions to ensure swift resolution for our customers.
- I collaborated closely with our technical experts and product development teams to stay updated on the latest features, updates, and troubleshooting methods.

SUPERVISOR – CUSTOMER SUPPORT - LINKdotNET | Lahore, Pakistan - Sep 2005 – Nov 2008

- As a Supervisor in Customer Support, my responsibilities extended beyond just overseeing a team of 40 agents in both Inbound and Outbound departments. I ensured that customer inquiries were handled promptly and effectively, maintaining high levels of customer satisfaction.
- Additionally, I implemented training programs to enhance agent skills and performance, conducted regular performance evaluations, and provided feedback for continuous improvement.
- Collaborating with other departments to streamline processes and optimize workflow was also part of my role.

EDUCATION

BACHELOR OF ARTS IN ECONOMICS – 2007

INTERMEDIATE IN COMPUTER SCIENCE – 2003

MATRICULATION – 2001

CERTIFICATIONS

- Amazon VA Certification - **2021**
- Digital Marketing Certification - **2019**
- Lead the Leader Certification – Business Management - **2019**

Languages

English – Advanced
Urdu - Native