

## Resume



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### USMAN MAHMOOD

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### Career Objective

- I have a vast and multiple years of experience in **B2B Sales & Account management, Customer Services, Operations and Retention Strategy, RFP's, RFQ's and Technical Recruitment.**
- I am very keen to contribute towards the growth and development of a leading organization, offering good prospects for career growth as well as personal development in professional and competitive environment.
- Responsible for prospecting new business, managing pipeline/forecasting future business and growing portfolio of new clients and Existing clients.
- Effective Team player and able to work under time constraints and manage team of 10-20 ppl easily.
- I have a sound knowledge of handling the customers and making reports as per higher management, able to work on hubspot and Salesforce.
- Outstanding problem solving, recruitment analysis skills and work under time constraints in a highly dynamic environment and ready to take up challenges and meeting them up.
- Highly capable of learning new technologies and adapting to new environments.
- I can lead and coach a team of Inside Sales Executives that prospect through cold calling or emails.
- I can guide them to best of my ability and train them for b2b sales, customer services, and retention growth. I can help present our SaaS solution online and help close deals as well.
- I can define sales process and sales metrics to young tea and oversee complete sales process and KPI. Update the task accurately and manage timely. I have the ability to collaborate with customers to understand their business needs and objectives and bring them on board and making ROI for them and as well our company. I can effectively communicate the value proposition through consultative sales and customer care

### Personal Information

**Date of Birth:**

January, 1981

**Gender:**

Male

# Resume

## Education

**Bachelor Of Commerce** – 2 Year Programme, PU Lahore.

**BCS (H) 2 year Programme** from ILM, Lahore

**Higher National Diploma in Business Studies**

London Academy of Management Sciences, London. U.K (2003 - 2004)

**Intermediate**

Punjab College of Commerce, Lahore (1997 – 1999)

**Matriculation certificate**

The Lahore Lyceum School, Lahore (1995 – 1997)

## Specific Knowledge and Skills:

Microsoft Word, Microsoft Power point, Microsoft Excel, Microsoft Outlook, business vision systems, CRM, Web Surfing & Researching, Emails, Time planning, Team working, Customer Relations, Customer focused and Problem solver, Sharp Thinker and Passionate, Team Management.

## CRM Skills:

Salesforce, Hub Spot, Pipeline deals, Slack, Jira, Zoho, Zen desk

## Professional Experience

**01/22 – 08/22**

**HD Staffing IIC  
BDO / Sales Trainer**

Hire Direct Staffing Solutions is a U.S based and American-owned Company, we understand the quality and skills required for your staff. Therefore, we provide you with pre-screened, highly skilled, and professional staff at a fraction of the cost.

Having employees, work remotely seemed impossible for many business owners prior to the pandemic, especially for contractors. With our leadership having an extensive construction and engineering background, we understand the importance of having a professional and reliable offshore staff to keep your operation running smoothly.

I have developed sales and BD department for them over 7 – 8 months of time. Generating new leads and new Business regarding remote operations on C level positions and also figuring out their stats and challenges in construction side and providing them with retention CS as to make customer cool and calm and work under their timelines

## **Resume**

**12/20 – 01/22**

**Keep Truckin  
Account Executive (SMB )**

Keep Truckin is on a mission to connect the world's trucks. With the leading ELD and fleet management platform, we are bringing the trucking industry online and fundamentally changing the way freight is moved on our roads. Serving industries like Agriculture, Construction, Delivery, Field Services, Food & Beverage & Trucking & Logistics

- High volume cold calling, prospecting new business and making outbound calls. Looking for the diamond in the rough, expect to have a high volume of outbound calls with a small number qualified prospects responding.
- Demo KeepTruckin software to prospective fleet managers and drivers.
- Survey prospects to understand pain points within their business so that you can align those Business needs with the KeepTruckin solution.
- Educate fleet managers and drivers about KeepTruckin, understand their requirements, and Help them get started with KeepTruckin.
- Maintain a consistent pipeline of qualified prospects and provide accurate forecasts for revenue.
- Handling product specification enquires within timely manner
- Achieve daily KPIs
- Achieve monthly quotas

**07/2020 – 12/2020**

**Network Integrators Ltd.  
Sr. Sales Account Manager (Saas)**

**I had the Privilege to work with the company in UK Offshore Region for 6 months  
As sales manager catering new and existing clients for Saas & Haas Industry.**

Our industry-leading software, hardware, applications, and service portfolios are all designed with the particular SMB requirements in mind.

For our staff, purchasing hardware and software is more than just an order fulfilment process. We've been more than just an IT hardware reseller for many years, adding value through consultancy, architecture, implementation, and training.

**Duties & Responsibility:**

- Calls and Monitor them through pipeline deals.
- Speaking to C level executives and asking them about business trends and new business quotes to fill for brands like cisco, hp, ruckus, Wd hard drives and Office 365 packages to be sold through premium 6-12 month subscription

## **Resume**

**10/19 – 05/2020**

**Cable & Devices UK. (Amentis)  
Sr Sales Account Manager & New BD Role**

Cable & Devices is a leading provider of IT solutions and services to business and public sector organizations. Cable & Devices has operations across UK and online presence in USA and UAE region. With over 10 years of experience and a portfolio of over 50,000 information technology products from all of the leading manufacturers, Cable & Devices is an independent supplier, offering great deals for consumers, businesses and public sector organizations.

**Duties as Under:**

- Identify more business opportunities from existing clients within.
- Responsible for prospecting new business, reporting into a Sales manager, managing pipeline/forecasting future business and growing portfolio of new clients.
- Take a genuine interest in the customers' business and a responsibility for their continued spending levels and growth.
- Help clients to buy globally and understanding their pain before excelling.
- Liaising with all other departments and functions to ensure excellence in all actions with clients and ensuring the highest levels of customer satisfaction.
- Ability to change and prioritize tasks constantly throughout the day/week/month.
- Ensure quotations are processed within customer specific SLA, looking for best pricing and reducing costs.
- Handling product specification enquires within timely fashion.
- Ensuring product and service orders are placed within customer specific SLA.
- Ensure customer price lists are maintained every time.
- Monitoring and managing customer orders to ensure delivery within customer specific SLA.

**07/15 – 06/19**

**Digital Devices Limited (ETS)  
Account Manager & Customer Public Relations.**

Digital Devices Ltd is one of Europe's leading, independent providers of IT infrastructure equipment and cloud services. We are IT technicians, implementing the most reliable and cost effective technology solutions to fulfill the business needs of our clients.

Our expertise ranges from Operational efficiency, Security, infrastructure, software licensing and cloud services. We assist our clients from requirements gathering through to implementation stage with a turnkey solution which is unique to each business.

**My duties as under:**

- Work with customer as side support and public relations and make them understand the need of hardware and software tools and what me as support manager can do for them.

## Resume

- Looking after Delivery section and RMA sections for customers and online orders and make them streamline for them
- Any issue regarding their refunds or queries problems outstanding, solve them in 24 – 48 hours maximum.
- I work on main side of sales as well and work with clients who are giants in UK and Europe Industry of hardware and Software.
- I discuss with clients the requirements, layout, and implementation of projects and make very competitive quotes for them, and success ratio is 65% of winning the PO.

**12/13 – 06/15**

### **World Business Intelligence Corporate Sales & Customer Service Manager (Europe / USA)**

WBI is one of the world's expert providers and promoters of strategic conferences, professional trainings, business-to-business congresses and online information.

It's my responsibility to maintain the highest standards of quality and service in research, technology and product development by taking care of their information-packed sessions led by a world's business elite, peer exchange workshops, private meetings and consulting workshops

I am also responsible for accelerating progress within organizations and across industries by team development, researching leads, negotiating with executives and booking to attend our events (Clinical trial innovation programme), which are the exclusive business conferences that gather together the world's smartest thinkers and are been done on specific subjects and services

My responsibility is to bring **pharma and biotech clients** together in one hub so that they attend the Conference and International Business event of WBI where they will have important solution providers who can meet their needs. Looking after their account as well on biweekly basis and maintain a report of it, Work on Business and company profile data so as to provide them with right facts before the event. Build up new strategies for marketing of new solution providers and keeping a record of them and following it on email as well.

**03/13 – 11/13**

### **MS Dar (Elco Systems) Account Executive Manager**

I joined the organization and worked as an **account executive manager** for ELCO SYSTEMS. The company is based in Canada and its one of the largest IT distributors and resellers in Canada and USA. The company high volume of prestigious clients is so high that the number of customers along with the sales volume gets high day by day. Some of the leading manufacturers involved in business with them are Lenovo, Antec, Hp, Dell, Microsoft, Samsung, and Intel and so on. My responsibilities are as follows:

- Create business plans for the clients, i.e. government and the corporate customers.
- Interacting with manufacturer so as to find the right product.
- Deep refine searching and surfing so as to find more potential clients and build relationship

## **Resume**

- Preparing quotes for government and corporate clients as based on their needs.
- Sending the portfolio to nonprofit organizations in Canada and explain the terms over the Phone so as to offer them terms and send them quotes.
- Handling list of the data base of the corporate customers and following them up with weekly And biweekly interms of the IT hardware and the software needs.

**10/12 – 03/10**

### **SYNCSYS LLC, USA Senior Recruitment Manager**

SYNCSYS LLC a US based Delaware Corporation, established on 2008, is a leader in customized outsource Software development, recruitment solutions, research and human resource services representing clients throughout the world. Our clients include American University, Disys, Hickory Creek, CPSI and so on.

I am working in the company as a Senior Recruitment Manager and I am looking after the IT and the medical staffing recruitment at the same time as indicated by our direct clients. The responsibility includes as follows:

- Full IT and medical billing recruiting life cycle
- Excellent investigative, communication, and team-building skills.
- Looking candidates through social mediums as well like LinkedIn, face book, BlogSpot, CareerBuilder, Dice and corp 2corp.com websites.
- Ability to work effectively in high-pressure environments, from startup to Fortune 500
- Aggressively committed to client satisfaction.
- Recruiting candidates with broad experience in staffing and management, focused with a meticulous eye for detail to obtain the highest quality of candidate in a competitive market.
- Resourcing / Recruitment/Staffing candidates on the visa H1b, Green card holders, US citizens, F1, OPT, EAD, TN1.
- Screening resumes and applicants
- Conducting Phone Interviews and 1<sup>st</sup> round of panel interview.
- Negotiate Salary/Pay Rates directly and with third parties as well.

**03/10 – 05/12**

### **AAJ TECHNOLOGIES, USA Sr Business Coordinator & Recruitment In charge (B2B)**

- An IT consulting firm based in U.S.A and the operations are running here in Lahore. My responsibilities includes handling of phone lines and reporting it to the director of operations, CEO of the company and working closely with marketing staff regarding the hosting of web seminars through go to meeting an live meeting.
- Handling of time sheets and EPM entries and reporting it to manager and the accounts department so that the bill payments and invoices can be achieved every week.
- Follow up with the clients for completion of required documents and time sheets
- I use to arrange go to meetings and live meetings through software assigned by the sales and marketing department for webinars and conferences.
- Worked as a IT Recruiter at the same time for the company from Lahore, The main responsibilities included:
  - Short list resumes and applications for job openings
  - Arrange interviews by calling or emailing candidate.

## **Resume**

- Updating live candidate database  
Correspondence with candidates and companies in response to their queries and requests, initial screening of candidates against job openings and then closing the deal too by reporting it to the director of operations an office manager.
- Internal and external recruitment responsibilities were on my shoulders too and use to hunt from active data we had, job boards like monster.com, linkedin.com, face book and BlogSpot.

**07/07 – 03/10**

**Suits Me, Call Center, Lahore  
Team Lead / Trainer & Quality Assurance Executive**

- U.K based project dealing in the retail fashion of ladies clothes and accessories, providing them with the Asian stuff at their comfort. Been a parent company to Bombay stores in United Kingdom they got a high and a unique repute in U.K and even outside Europe as well. It is basically the customer support with order taking and in few months of time, they have achieved a 100% volume of calls.
- I have worked in the company as a Team lead / QA Executive for three (3) years and my job responsibility includes the escalations taken on floor, handling QA analysis and training the staff for new roles. Maintaining the sheets on weekly and monthly basis, reporting it to manager.
- Software tool MOM, handled and sold as well in UK retail market.