

Syeda Durr - E- Yazdan Zaidi

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University Of Central Punjab Khayaban – E-Firdous Road, Near Shaukat Khanam Lahore

Accounts Manager

Growth-focused Sales Executive with hands-on working experience in stewarding accounts to ensure loyalty, satisfaction, and increased year-over-year spend. Offers in-depth knowledge and progressive experience in business development, client relationship management, strategic planning, and sales and marketing. Well-organized with adeptness in setting priorities and meeting critical deadlines amidst fast-paced and fiercely competitive environments. Highly analytical and skilled communicator with a finely honed attention to detail; known for strong communication and interpersonal talents in establishing and cultivating professional relationship with all levels of individuals.

— Areas of Expertise —

Sales Leads Generation & Management Account Development & Growth Ongoing Needs Assessment
Consultative & Solution Selling Exceeding Revenue Goals Long & Complex Sales Cycles
Hard-Hitting Negotiations Client Satisfaction & Retention New Product Launches

— Career Accomplishments —

Got 80 % to 90% of the new companies matured
Brought 40% of the new companies to the panel of ROZEE.PK

Professional Experience

Lulusar

Customer Services Representative

Handling social media pages of the company ,resolving customer complaints and queries , Preparing reports and complete track record of the number of orders processed and timely delivery of the orders to the customers .Strict measures are taken for the quality check .Executing orders effectively and efficiently .

Rozee.pk

Assistant Manager Sales

Identify, research, and engage with prospective clients to secure recruitment-focused solution contracts; hold responsibility for adding high value in monthly account revenue. Resolve customer complaints by investigating problems; developing solutions; preparing reports, and making recommendations to management.

Key Accomplishments:

- Exercised hands-on approach and effective controls to resolves product & service problems by clarifying the customer's complaint; proved instrumental in determining and assessing the cause of the problem.

Lahore
2020

Lahore
2017 – 2020

- Enhance and maintain customer relationships to improve understand and increase loyalty to the business. Provide external communication to clients for providing technical updates and developments relevant to their business.
- Challenged with overall responsibility to develop, train, and lead a cross-functional team of 3 resources and ensure their target achievement. Work closely with clientele to identify needs and devise innovative, creative sales strategies.
- Managed the invoice payment while ensuring proper reporting and process efficiency improvements and also supervise team, Contracts Specialists, with assistance on reporting and process efficiency improvements.

ROZEE.PK

Sales Representative

Managed routine customer sales and support while developing and enhancing existing relationships, also develop status reports

Key Accomplishments:

- Handled client queires and responded efficiently, also tracked and kept manager abreast with all functions.
- Built client profile by identifying clients' immediate goals and thorough reconciliation of clients' accounts/ activities.

Education and Credentials

Bachelors in Business Administration, Specialization in Marketing

University Of Central Punjab (UCP) Lahore(bba-honors)

Lahore

2016 – 2017