

Abdul Samad

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Career Objective

Results-driven professional with over 8 years of proven track record in sales, customer service/support, business development, seeking a dynamic role to apply strategic expertise. Experienced in prospect identification, creative sales strategies, and delivering substantial revenue growth. Eager to contribute my skills, honed at various companies to a highprofile position, driving organizational success and innovation.

Education

Quaid-e-Azam University (Geophysics)	Islamabad, Pakistan 2016-2020
FFCB	Rawalpindi, Pakistan 2014-2016

Professional Experience

Amal Academy	Islamabad, Pakistan
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Education startup funded by **Stanford University** that teaches professional skills to students and corporations.

Career-Prep Fellow: (Nov 2021 – Feb 2022)

- *Communication:* Completed a competitive written application and interview process to be selected from over 6500 applicants for intensive 3-month Fellowship funded by Stanford University
- *Skills development:* Investing 150 hours in order to develop business skills (e.g., communication, leadership, problem solving, teamwork, etc.) that will help me make a deeper impact on the job.

Upwork

Sales Development Specialist (*December 2023 – January 2025*)

–Drove business expansion as a Sales Development Specialist for a Canadian client, leveraging expertise in prospecting and outreach to connect with potential clients seeking general labor staffing solutions. Implemented strategic initiatives to identify target markets and secure appointments through CRM management, facilitating the fulfillment of full-time, parttime, temporary, and contract positions. Contributed to the growth by cultivating relationships with companies in need of general labor, demonstrating exceptional communication and negotiation skills to meet client requirements.

Protovoid Technologies

Islamabad, Pakistan

Business Development Manager (May 2022 – December 2023)

–Enabled growth and drove success as a Business Development Manager at Protovoid Technologies, I played a strategic role in propelling our end-to-end solutions in web and mobile development, secure cloud infrastructure, and intelligent cloud solutions. Conducted market research to Identify emerging trends and capitalize on opportunities, contributing to a

diversified Client portfolio. Established KPI's and regular reporting mechanisms, providing clear insights into the effectiveness of sales strategies that resulted in a revenue increase of 27% within the inaugural year.

Touchstone Communications

Rawalpindi, Pakistan

Customer Service Representative (June 2021 – January 2022)

-Handled extensive cold calling or prospecting, scheduling callbacks, and setting appointments, leading to a 25% increase in customer acquisition within the first quarter. Managed home improvements, mortgage refinancing, and reverse mortgage projects, which required the coordination of multiple teams and the ability to manage complex projects and deliver results. Utilized CRM tools to manage and update customer information, resulting in a 50% increase in data accuracy and streamlined customer service processes. Generated warm contacts through effective communication and relationship building, leading to a 15% increase in customer retention rates.

Crossover

Islamabad, Pakistan

Sales Representative (January 2021 – June 2021)

-Spearheaded high-value software renewals, surpassing revenue goals by nurturing key accounts and understanding client needs, which led to sustained business growth. Recognized for outstanding communication, I effectively collaborated with a diverse client base, from startups to government agencies, crafting strategies that enhanced service delivery. Maintained strong partnerships with significant stakeholders, securing long-term strategic engagements. Ranked as a top performer in a global team, leading sales volume and client acquisition rates.

Podium

Lahore, Pakistan

Sales Development Representative (January 2020 – January 2021)

-Prospected, educated, and qualified leads to create sales-ready opportunities in the US market. Aligned Podium solutions with prospect business objectives and needs. Collaborated with sales reps to schedule prospect calls, meetings, and demos. Proactively kept abreast of the industry and the technology landscape to ensure I was a trusted resource to prospects and customers. Made strategic outbound calls and emails daily. Acquired key prospect data from the initial conversation, from the web and other sources, and ensured clean and accurate data was entered and maintained in CRM. Achieved or exceeded monthly quotas of qualified appointments/demos scheduled and deals closed.

Excel Solutions

Islamabad, Pakistan

Sales Representative (April 2016 – December 2019)

-Actively identified and generated prospects and leads, nurturing potential clients and bringing in new or additional business through strategic sales strategies. Developed and implemented a marketing strategy to increase brand awareness, which led to a 17% increase in website traffic and a 15% increase in engagement on social media platforms. Utilised various software tools including Hubspot, AmpleMarket, ZoomInfo, LinkedIn & Sales Navigator, to conduct targeted outreach and improve lead generation efforts. Conducted market research and analyzed industry trends to develop creative ideas and initiatives to enhance messaging, sales strategies, and marketing of the company. This led to the implementation of a new sales strategy that increased revenue by 30% within the first year.

Volunteer Experience

Shaukat Khanum Memorial Cancer Hospital and Research Centre

Community Relations Manager (June 2021 – October 2021)

- Served as the Community Relations Manager at Shaukat Khanam Memorial Hospital, driving initiatives to strengthen ties between the hospital and local communities.
- Directed outreach programs, cultivated partnerships with community stakeholders, and orchestrated health awareness campaigns.
- Managed a team focused on enhancing the hospital's community impact, fostering a shared commitment to health education and well-being.

The Indus Hospital

Volunteer Program Support (September 2020 – December 2020)

- Volunteered as Program Support for Indus Hospital, assisting in the coordination of health programs and community services.
- Supported outreach initiatives, organized health awareness campaigns, and facilitated community health workshops.
- Contributed to the hospital's mission of providing quality healthcare to underserved communities and promoting health education.

Saylani Welfare International Trust

Volunteer Outreach Coordinator (January 2020 – May 2020)

- Volunteered as an Outreach Coordinator for Saylani Welfare International Trust, coordinating efforts to raise awareness of the organization's charitable initiatives focused on humanitarian aid and community welfare.
- Engaged with local communities to communicate Saylani's mission and organized outreach events, resulting in increased community participation in various welfare programs, including food distribution and education initiatives.

Accomplishments

- Established regular reporting mechanisms that resulted in a revenue increase of 27% within the inaugural year at Protovoid Technologies.
- Utilized CRM tools to manage and update customer information, resulting in a 50% increase in data accuracy and streamlined customer service processes at Touchstone Communications.
- Presented Motive software demonstrations to prospective fleet managers and drivers, leading to an increase in sales by 10% within the first quarter. Spearheaded a successful initiative to introduce Motive's software to a new market segment, resulting in a 12% increase in revenue in just six months.

Honors and Awards

Sales Excellence Achievement

Issued by Touchstone Communications

- Recognized for exceptional performance in customer service and achieving a 20% increase in appointment bookings through innovative strategies.

Business Development Trailblazer

Issued by Excel Solutions

Acknowledged as a 'Business Development Trailblazer' for exemplary efforts in identifying and nurturing prospects, leading to a 20-25% growth in new business in Q2 2016

Skills

-Sales -Business development -Customer service/support -Relationship Building -MS Office -Management
-Multitasking -Business to Business (B2B) -Sales Processes -Sales Strategy Development -Lead Generation -Business
Relationship Management -Sales Pipeline Management -Software Demos -Sales Prospecting -Market Research -CRM
-Sales Development

ONLINE COURSES

California, USA

Salesforce Sales Operations, Sales Certified from Hubspot Academy

Other Courses

-How to Sell on Value, Not Price (*LinkedIn*) -Solution Sales (*LinkedIn*)

Additional

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- *Technical Skills:* Business Management, Salesforce, HubSpot,
 - *Certifications:* Microsoft Office, Sales Certified
 - *Interests:* Sports (Cricket, Football), Travelling
 - *Language:* English, Urdu, Punjabi