

# **Business Development**

## **Responsibilities:**

### **A. Sales and bid management**

- Responsible for meeting the client's business needs by designing and developing concepts and solutions that fit customer's organizations
- Conduct presentations or product demonstrations, and prepare discussion proposals.
- Develop and execute negotiating strategies and secure contracts with clients.
- Conduct research to identify new markets and customer needs
- Keep records of sales, revenue, invoices etc.
- Provide trustworthy feedback and after-sales support
- Implement specific marketing activities to acquire potential and targeted customers
- Develop and execute a portfolio strategy in order to maximize revenue for assignments and creating value for customers

### **B. Customer relationship management (CRM)**

- Develop a growth strategy focused both on financial gain and customer satisfaction
- Build customer satisfaction and develop long-term customer loyalty with new and existing customer
- Handle transition projects for delivery partners and participate as needed in critical client meetings to ensure smooth project launching and implementation.

### **C. Product and service development**

- Develop products and services to meet better customer satisfaction levels

### **D. Partnership management**

- Build and develop key strategic partners to build brand traction, expand customer base, and access additional resources