# Shahadat Hussain

**D.O.B**.: 27-May-1993

**Mobile**: +91 9101809212

**Mobile:** +91-9008179037 (Home)

**Nationality**: India

**Location**: Bangalore, India

**Address**: Vill- Chandi, P.O-Sikandarpur

**Email**: [shahadathussainjobs@gmail.com](mailto:shahadathussainjobs@gmail.com) **Skype ID**: [shahadathussainjobs@outlook.com](mailto:shahadathussainjobs@outlook.com) **Indian Passport no**: L2379777

**Date of Issue:** 15/05/2013

**Date of Expiry:** 14/05/2023

**Place Of Issue**: Patna (INDIA)

, GB Nagar Tarwara, Siwan-841434, Bihar, India

# Professional Summary

Skilled **Manager - Customer Life Cycle** with 3 years of experience in **Business Development**, **B2C, B2B Sales**, **Client Relationship Management**, and **Up Selling**. Fair understanding in increasing sales revenue, developing profitable and productive business relationships, coordinating with decision-makers, building an extensive client base, generating interest, qualifying prospects and closing sales.

# Skills

* Sales proposal creation
* Persuasive negotiator
* Revenue and profit maximization
* B2B sales
* Business development
* Sales pipeline management
* Customer satisfaction
* Researched sales leads
* Client development
* Self-motivated
* Highly competitive
* Interpersonal skills
* Energetic and driven
* Enthusiastic about networking
* Highly organized
* Critical and creative thinking
* Analytical problem solver
* Team liaison
* Strong Communicator

# Work History

**Manager - Customer Life Cycle**, April 2017 to Current

**NxtGen Datacenter and Cloud Technologies** – Bengaluru, KA

* + Achieved departmental objective by hitting the quarterly target.
  + Achieved individual objective by meeting the weekly target and once over-achieved.
  + Revenue generation by selling high-ticket items and up-selling.
  + Achieving ambitious customer acquisition.
  + Developed new business opportunities by effectively communicating product lines to leading international corporations.
  + Uncovered and qualified prospects and sales opportunities in targeted markets using external resources.
  + Organize and execute daily/weekly/monthly plans for adding new opportunities and having 3x amount of quota in pipeline.
  + Comfortable in engaging clients to solve customer query and generate new business.
  + Managing customer centric operations and ensuring customer satisfaction by achieving delivery and service quality norms.
  + Researched clients' business issues and goals to offer appropriate solutions.
  + Quoted prices, credit terms and other bid specifications.
  + Reinvented how team interacts with prospective clients by developing innovative and creative sales pitch.
    - Maintained and organized a customer database of over 2000 clients nationwide.
    - Planned client relationship cultivating events to promote growth, resulting in an expansion of clientele base by 60%.
    - Organized company files and creating support system to decrease workload and increase productivity of account managers.

**Sales Executive**, Nov 2011 – May 2014

**Fancy Bag Centre** – Guwahati, India

* + - Providing advice regarding the product portfolio
    - Delivered the best customer service in alignment with the company standards
    - Always strive to improve the customer experience
    - Achieved individual and store sales targets
    - Used effective selling techniques to maximize the business potential of the stores
    - Updated customer information to ensure an efficient use of CRM
    - Created appealing and eye-catching visual displays to attract customers
    - Acted in alignment to the store’s culture, products, image and target market
    - Monitored costs and work within budget
    - Liaise with suppliers and source elements
    - Managed inventory

## Academics

**Education**

* + - * PGDM/MBA- Marketing & HR

New Delhi Institute Of Management, 2015-17

* + - * Bachelor Of Commerce

Gauhati Commerce College, 2011-14

* + - * Higher Secondary

Gauhati Commerce College, 2009-2011

* + - * SSC

Nichols High Schools, 2009

## PROJECTS/TRAINING UNDERTAKEN

Management Trainee (May 2016-July 2016) Top Rankers Management Consultant

* + - * Talent Acquisition
      * Head Hunting
      * Day to Day report management

## Computer Skills

* + - * IT Essential
      * MS Office Suite
      * Red Hat System Admin I & II
      * Diploma in Hardware Technology
      * Service Now
      * Inbound Marketing Certification