

Ahmed Khan

Client Success Manager

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PROFILE

Established leader with a strong foundation in marketing, customer advisory, client success management and business development. Known for driving consistent revenue growth, fostering strategic partnerships, and ensuring unmatched client satisfaction. Proficient in leveraging data-driven insights and market trends to pioneer innovative strategies. Acknowledged for exceptional communication, interpersonal finesse, and inspirational leadership.

EXPERIENCE

CLIENT SUCCESS MANAGER

EPOS Guru Pvt Ltd // Hyderabad, India // DEC 2018 – JAN 2024

- Client Relationship Management
- Solution Implementation and Onboarding
- Technical Support and Troubleshooting via Tech. Team
- Upselling and Cross-selling
- Training and Education
- Performance Monitoring and Reporting
- Continuous Improvement
- Customer Advocacy

SR. TRAVEL ADVISOR

TELETXT HOLIDAYS // Hyderabad, India // OCT 2017 – OCT 2018

- Client Consultation and Advising
- Destination Expertise
- Customized Holiday Planning
- Customer Service Excellence
- Sales and Revenue Generation
- Administrative Duties
- Continuous Learning and Development

BUSINESS DEVELOPMENT MANAGER**AQS SOLUTIONS // Jeddah, Saudi Arabia // JAN 2012 – AUG 2017**

- Market Analysis and Strategy Development
- Client Relationship Management
- Sales and Revenue Generation
- Project Management and Implementation
- Team Leadership and Training
- Business Expansion and Partnership Development
- Marketing and Promotional Activities
- Reporting and Analysis

MARKETING EXECUTIVE**MFZ // Jeddah, Saudi Arabia // JAN 2011 – DEC 2011**

- Developed and implemented comprehensive marketing strategies
 - Conducted market research and analysis
 - Cultivated and maintained strong relationships
 - Collaborated with the sales team to align marketing
 - Managed end-to-end marketing campaigns
 - Identified new business opportunities and developed targeted marketing
 - Conducted product demonstrations and presentations
 - Negotiated contracts and agreements with clients
 - Coordinated with technical team
 - Monitored the performance of marketing campaigns and initiatives
 - Prepared regular reports for management
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EDUCATION

MBA – MARKETING JURIS DOCTOR
SIKKIM MANIPAL UNIVERSITY // INDIA // 2010

PGDBA – BUSINESS ADMINISTRATION
SIKKIM MANIPAL UNIVERSITY // INDIA // 2009

BACHELOR OF COMMERCE
OSAMANIA UNIVERSITY // INDIA // 2008

ACHIEVEMENTS + HIGHLIGHTS

Marketing Executive:

- Campaign Success: Led a digital marketing campaign resulting in a 50% increase in website traffic and a 30% rise in lead generation within a quarter.
- Brand Recognition: Implemented branding strategies that elevated brand recognition by 40% in target markets, leading to increased consumer trust and engagement.
- Social Media Growth: Grew social media following by 75% through content optimization and audience engagement strategies, driving brand visibility and customer engagement.
- Marketing ROI: Achieved a 20% increase in marketing ROI by optimizing advertising spend and tracking key performance metrics.

Business Development Manager:

- Revenue Growth: Drove a 35% increase in annual revenue through effective business development strategies and expanding the client base.
- Partnership Success: Established strategic partnerships with industry leaders, resulting in a 50% increase in market reach and access to new opportunities.
- Sales Pipeline Management: Managed a high-value sales pipeline, consistently exceeding quarterly targets by 25% through strategic planning and client relationship management.
- New Market Entry: Successfully launched products/services into new markets, achieving a 40% increase in market penetration and revenue generation.

Senior Travel Advisor:

- Exceptional Service: Delivered personalized travel experiences, resulting in a 95% client satisfaction rate and numerous positive testimonials.
- Sales Growth: Exceeded sales targets by 30% through effective consultation and upselling additional services, driving revenue growth.
- Industry Recognition: Recognized as the top-performing travel advisor, earning awards for outstanding performance and exceeding sales goals.
- Destination Expertise: Leveraged comprehensive destination knowledge to curate unique itineraries, resulting in memorable experiences for clients and repeat business.

Client Success Manager:

- Client Retention: Implemented client success strategies resulting in a 90% client retention rate, fostering long-term partnerships and loyalty.
- Upsell Opportunities: Identified and capitalized on upsell opportunities, achieving a 20% increase in account value and revenue growth.
- Cross-Functional Collaboration: Collaborated across departments to address client needs promptly, reducing issue resolution time by 25%.
- Continuous Improvement: Solicited client feedback to improve service offerings, resulting in enhanced client satisfaction and retention rates.

SKILLS

- Strategic Marketing Planning
- Market Analysis and Research
- Brand Development and Management
- Strong Communication and Presentation Skills
- Sales Strategy Development
- Negotiation and Deal Closing
- Relationship Building and Management
- Market Expansion Planning
- Client Needs Assessment
- CRM Software Proficiency (e.g., zoho)
- Target Setting and Achievement
- Customer Service Excellence
- Cross-Cultural Communication
- Problem-solving Skills
- Attention to Detail
- Time Management and Prioritization
- Crisis Management and Resolution
- Client Relationship Management
- Customer Onboarding and Training
- Account Management
- Upselling and Cross-selling Strategies
- Problem Identification and Resolution
- Client Feedback Analysis