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Hyderabad – 500057, Telangana, India.

#### Objective

I'm seeking a challenging and competitive environment, where I can work conscientiously to achieve the goals of the organization while assisting the team and evolving professionally. My previous work experience and responsibilities have given me extensive and comprehensive knowledge that would be valuable/beneficial and will have a positive impact on certain requirements of the position that I'm applying for in your esteemed organization, related to the following areas: sales, key account management and customer success.

#### Education

**Bachelor of Commerce (Computers).**  
*Osmania University, Hyderabad, India.*

*June - 1997*

#### Interpersonal Skills

- Client relationship management / Account management.
- Strong analytical, critical thinking and inference.
- Result-oriented with great attention to detail / Business acumen.
- Good understanding of Sales & Customer lifecycle / Enterprise & SMB B2B sales experience.
- Ability to work independently and as part of a team / Open-mindedness.
- Excellent team, people management & leadership skills.
- Active listener / Comprehend (CPCL & RCA) / Tech savvy / Problem-solving.
- Experienced in Managing conflicts / Escalation management / Building relationships.
- Analytical skills / Research skills / Negotiation and persuasion.
- Experienced in managing Customer success/support teams.
- Empathic listening and strong communication skills / Detail-oriented.

Well-versed with Office 365 (Excel/PowerPoint), G Suite, Salesforce Lightning, ATS, Video interview tool, RecruitHire, HRSprout, Job boards, CRM, SaaS tools, Stripe (Payment gateway), Workflow automation, Email drip campaigns, API Integrations, API Documentation, Web-hooks, Flows, Web-push notifications, Predictive dialer, Leadsly, HubSpot, Amazon SES, Sendinblue, Agile CRM, Popup builder, DNS records, Forms, Page builder, Tickets, Chat and Project management tools.

#### Work Experience

**Mantra Technologies - Hyderabad, India.**

*From: September 2021 To February 2023.*

*Designation: TL - Customer Success - North America, South America, EMEA, APAC & ANZ.*

*Company website: <https://500apps.com/>*

- Account management, Cross-selling, Upselling and managing B2B clients (sales & business development).
- Handling customer journey (customer lifecycle - from awareness to loyalty), managing a team size of 10+ members.
- Providing application support, customer support, handling product-related inquiries and pre-sales demos, lead generation, research and validation.
- Escalation management, cancellations, and client retention - Handling customer complaints,

tickets, and product enquiries - Providing excellent customer care, examining the churn structure/pattern, and tenaciously tackling issues were all things that helped us cut the yearly churn rate by 20%.

- Managing client concerns and enhancement requests with PO, participating in scrum meetings, providing IT consulting services, and understanding the SDLC are all ways to ensure that customer input is conveyed within to stem the possibilities of improving/customizing the end product as per the client's business needs.
- The ability to effectively coordinate with cross-functional teams in a fast-paced working environment while managing multiple tasks or products simultaneously.
- Addressing end-to-end customer issues, including account management, CSAT and NPS evaluation, from customer onboarding to post-service engagement.
- CPCL/RCA investigations, data analytics, glean direct insight into how customers use products, what is working, and what difficulties/challenges they are experiencing.
- Preparing and submitting sales contracts for orders, with emphasis on increasing customer lifetime value (CLV), business planning, internal and external engagement, forecasting and business performance results.
- Enhancing sales reps' efficiency in terms of calls, customer reach, leads, transactions, and time management - ACE method.
- Ability to collaborate at various levels with several internal and external partners to offer and sell the right solutions - Solutions-focused.

**Monster.com India Pvt Limited** - Hyderabad, India.

*From: November 2016 To September 2021.*

*Designation: Strategic Account Manager (Inside Sales B2B) Middle East, APAC, Europe & NA.*

*Company website: <https://www.monster.com>*

- Building a pipeline of leads to meet business plans, quotas and company objectives, responsible for generating leads through phone calls, social media and emails.
- Pertinent industry expertise, keeping up with developments, leading IT discussions in addressing strategic initiatives and connecting ideas - Ability to lead major deal sales processes from beginning to end.
- Creating bids for RFI/RFP and preparing and submitting sales contracts for orders (setting up a payment plan) - Key account management was part of the customer retention team for RDA, IT Staffing, ATS, QUINTON, TalentBin & Career Site.
- Strategically focused, with the capacity to provide innovative solutions and suggestions that encourage mutual expansion of the company, return on investment, and sustained ROS.
- Account mapping, offer presentation, boosting sales, post-sales engagements, demonstrating ROI, sustaining add-on sales, average order size, cross-selling, up-selling, base rate expansions, deal closure, and post-sale follow-ups are every strategy to attain a high average of CRR/MRR.
- Pursuing the routine of continuously seeking new customers, selling them products and services, and closing the deal - Business development.
- Preparing daily, weekly and monthly reports - Coordinating sales efforts with marketing programs (Account based marketing & ACE method).
- Mentoring and assisting underperforming members of the team - Solutions & guidance.
- High ticket closures, retention and building relationships with clients.

**Amazon Development Centre** - Hyderabad, India.

*From: August 2016 To November 2016.*

*Designation: Seller Support Associate - North America.*

*Company website: <https://sell.amazon.com/>*

- Demonstrating effective, clear and professional written and oral communication skills to provide support and resolve seller issues.
- Providing prompt and efficient service to Amazon Sellers and Merchants including the appropriate escalation of Sellers' issues.
- Maintaining a positive and professional demeanor always portraying the company in a positive light and effectively managing sensitive issues.

- Excellent time-management skills and the ability to work independently while using departmental resources, policies and procedures.
- Actively seeking solutions through logical reasoning and data interpretation skills - Identifying trends to appropriate channels including improvement suggestions.
- Liaising with other departments such as Customer Service, Merchant Investigations, or Payments teams as required resolving Seller's issues and queries.

**Expertini Private Limited** - Hyderabad, India.

*From: January 2012 To June 2016.*

*Designation: Senior Business Executive - NA & UK.*

*Company website: <https://expertini.com/>*

- Actively seek out new sales opportunities through networking and social media - Research, qualify leads and business development.
- Increasing reps' efficiency with leads, cold calling, transactions, and time management.
- Virtual meetings with potential clients to evaluate needs or promote products and services (IT Staffing and IT Consulting - Web design UX/UI).
- Preparing and submitting sales contracts for orders - Creating proposals RFI/RFP.
- Preparing weekly and monthly reports - Coordinating sales efforts with marketing programs.
- Research, track, maintain and update leads, make outgoing calls to develop new business.
- Giving sales presentations to a range of prospective clients, maintaining database.
- Office IT equipment sales, rentals and leasing (Asus, Logitech, Lenovo).

Achievements	A seasoned professional with extensive knowledge of global markets, including North America, South America, EMEA, and APAC - Top sales performer for ten straight quarters achieving/exceeding the assigned sales revenue target numbers and contributing to the organizational goals sustaining ROS, received certificates of appreciation for the same, consistently meeting and exceeding targets, adding value, supporting enterprise planning and development.
Sports	Played men's Division II Cricket League for Richmond City Cricket Club, Richmond, Victoria, Australia - Played Futsal Oz men's Division I and Division II men's Indoor Soccer League, East Brunswick, Victoria, Australia - From July 1999 To August 2011.
D.O.B / PAN Card	20 May 1975 / AJWPH5101N
Languages	English (Expert) & Hindi (Competent).
LinkedIn Profile	<a href="https://www.linkedin.com/in/habibiyaser/">https://www.linkedin.com/in/habibiyaser/</a>