



SHAHANAVAS MOHAMMED SHAFI

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Mid-Level Assignments

Business Development | Marketing | Operations | Relationship Management

Industry Preference: Information and Technology

PROFILE SUMMARY

- **IT Professional** with **more than 3 years of experience** in Business Development, Marketing, Sales, Operations and Relationship Management
- Distinguished efforts towards **managing customer centric operations and ensuring customer satisfaction by achieving delivery timelines & service quality norms**
- Abilities in understanding **business needs, its strategic direction and identifying initiatives** that will allow a business to meet those strategic goals
- Efficient in making **extensive research and developing new products** that boost sales
- Competent in **implementing effective solutions to the customer needs** with an aim to improve customer contentment and customer loyalty
- Efficient organizer, motivator, team player and a decisive leader with the ability to motivate teams to excel and win

ORGANIZATIONAL EXPERIENCE

Jul'15 – Present:

Blue Finch, Dubai as Business Development Manager

Responsibilities:

- Managing key accounts of clients and maintaining a long term relationship with them, in order to obtain, sustain, and exceed a maximum amount of the targeted sales and increase revenue, as it is the main purpose of this role
- Responsible for ensuring that clients' expectations and requests are met
- Produce client-specific proposals, and attend customer meetings and presentations, at all times aiming to persuade prospects/clients of the benefits of products and services.
- Develop sales leads and prospects with current and potential clients and follow up on referrals.
- Provide advice and support Pre-Sales when preparing material to address potential client's business needs and constraints.
- Make contacts with potential and current clients and introduce proposals for a demonstration and an info session of products and services.
- Negotiate terms and conditions of all sales and service agreements, both with new and existing clients.
- Provide leadership in client relations regarding implementation projects and sales of consultancy services.

Mar'14 – Jul'15:

Aim Stone IT Infrastructure, Dubai as Business Development Associate

Responsibilities:

- Mapped new markets, analyzed potential partners and maintained customers database
- Delivered customer service by offering solutions to their queries & complaints
- Focused on customer needs & ensured customer satisfaction by appropriate solutions within the policy
- Monitored the market and identified business opportunities by rectifying prospect clients and evaluating their position in the industry
- Observed business needs, its strategic direction and identified initiatives that will allow a business to meet those strategic goals
- Coordinated with the clients on a regular basis for harmonizing relationships with the clients to increase company's profits
- Formulated Daily Sales Report & submitted the same to the Reporting Manager
- Involved in converting pre-assigned leads to sales for field executives on a daily basis
- Prepared commercial strategy of the department after conducting market analysis

Oct'12 – Jul'13:

Swizcom Technologies India Pvt Ltd, Bengaluru as Jr. Software Engineer

Responsibilities:

- Execute full lifecycle software development.
- Analysis of the specifications provided by the domain analyst in the requirement workshop.
- Involved in the design workshop.
- Understanding the Functionality of the application.
- Creating Domain, DAO, Services and Action Classes for related modules.
- Fixing Bugs after Testing.
- Implementation of the application at client site.

INTERNSHIP

Title:

Java Developer

Organization:

Swizcom Technologies India Pvt Ltd, Bengaluru

Period:

Jul'12-Sep'12

Description:

The internship focused on learning about Java Technology

ACADEMIC PROJECTS

Title: Real Time Network: Denial of Service (DoS) Attacks
Organization: NMIT
Period: Jan'12-May'12
Description: The project dealt with numerous mechanisms which attempt to protect the network from jamming attacks

EDUCATION

- **BE (Computer Science)** from NMIT, Bengaluru, Visvesvaraya technological University in 2012 with 7.49 CGPA
- **12th** from Chinmaya Vidyalaya, Kerala, CBSE Board in 2008 with 59.8%
- **10th** from SEMRSS , Kerala, CBSE Board in 2006 with 71.4%

PERSONAL DETAILS

Date of Birth : 19th October 1989
Address : Al Nahda 2, Dubai
Languages Known : Malayalam, English, Tamil & Hindi
Location Preference : Dubai
Driving License : UAE, India