

# RAHUL SAMADDAR

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## PROFILE

With over 7+ years of Recruitment Staffing, SAAS experience in Business Development & customer service and client relations, I have Achieved a remarkable reduction in **churn rate from 45% to 15%** by implementing data-driven customer retention strategies and personalized support initiatives, resulting in a 3x increase in customer satisfaction scores, and onboarded **119+ Brands**. My expertise includes managing customer service operations, developing policies, and analyzing performance metrics to enhance service quality. I have led teams, facilitated seminars, and established strategic corporate partnerships. Skilled in proactive issue resolution, career planning, and relationship-based selling, I leverage market insights and innovative strategies to drive business growth and customer satisfaction. Proven track record of fostering strategic partnerships, and delivering exceptional customer experiences.

## TECHNICAL SKILLS

CRM Tool	Networking Tool
Zoho CRM,	Jira.
Zoho Recruit	Hubspot
Slack	LinkedIn Sales Navigator Lusha
	Seemless.AI Apolo IO Link Port

## CORE COMPETENCIES

- SaaS & Technical Solution Selling
- Sustainability-Focused B2B Sales
- Proposal & Pitch Deck Creation
- Enterprise Sales & Negotiation
- Cold Outreach (Calls, Email, LinkedIn)
- CRM Tools: Zoho, HubSpot
- Sales Enablement Content
- Revenue & Pipeline Management
- Cross-functional Collaboration (Product, Strategy, Marketing)

## WORK EXPERIENCE

### Sr. Business Development Manager

M2S IT Services Pvt Limited (Recruitment & Staffing)

Nov 2024 - July 2025

- Generated over ₹53 Lakhs in revenue by leading strategic outbound and inbound sales for recruitment & staffing-based workforce solutions, catering to mid-market and enterprise IT clients.
- Led full-cycle consultative sales processes—from initial discovery and solution mapping to NDA negotiation, pricing strategy, and final contract execution.
- Headed the recruitment vertical end-to-end, managing a 7-member team across sourcing, screening, and onboarding functions while overseeing operational efficiency.
- Utilized AI-driven tools like Sales Navigator, Apollo, and Lusha to sharpen ICP definition, automate lead workflows, and improve outreach conversion by 40%.
- Created customized sales enablement materials including pitch decks, proposals, and case studies tailored for HR leaders, TA heads, and CXOs.
- Ran high-conversion multi-channel outreach campaigns (30%+ engagement) using a blend of cold emailing, calling, and LinkedIn messaging to connect with senior decision-makers.
- Engaged directly with CXOs and ESG-focused leadership teams to align talent solutions with long-term business and sustainability objectives.
- Partnered with marketing and creative teams to design branded collateral—such as brochures, mailers, and capability presentations—fueling lead nurturing and pipeline velocity.

## Business Development Manager

### Rhizicube (SAAS)

Sep 2023 - Aug 2024

- Generated over ₹78Lakhs in revenue by driving end-to-end B2B sales for a **SaaS platform** focused on digital onboarding, L&D, and HR transformation for mid-market enterprises.
- Onboarded and managed 12+ enterprise clients, including strategic accounts like **Spark Technology and Aspire Systems Neokrad** etc, delivering seamless implementation and measurable business outcomes.
- Crafted tailored onboarding journeys that mapped platform capabilities to client-specific KPIs, accelerating adoption rates and improving long-term engagement.
- Collaborated cross-functionally with Product and Engineering teams to relay strategic customer insights, directly influencing roadmap priorities and feature enhancements.
- Designed high-impact demo scripts and enablement content, empowering client-facing teams and reducing time-to-value across all implementations.

## Business Development Manager

### Pakka Profile (Recruitment & Staffing)

Mar 2019 - Aug 2023

- Generated over ₹5.8 Cr in revenue by driving strategic B2B sales for a digital recruitment platform, servicing both enterprise and mid-market clients.
- Led the entire recruitment and operations vertical, managing delivery, process optimization, and team performance across multiple functions.
- Managed and scaled a 17-member team, including Key Account Managers and recruiters, fostering a high-performance culture and achieving consistent hiring outcomes.
- Onboarded and supported 107+ corporate clients, streamlining their recruitment processes through custom tech solutions and strategic account management.
- Built a robust partner ecosystem of freelance recruiters and HR consultants to improve talent delivery speed and expand sourcing capabilities.
- Achieved 60%+ client retention through consultative engagement, data-driven hiring strategies, and adaptive pricing models tailored to client needs.

## Telecaller Executive

### Sheemaro Entertainment (Media & Edutech)

May 2018 - Feb 2019

- Consistently exceeded daily outreach benchmarks, driving qualified lead generation for digital content distribution in a fast-paced, highly competitive media landscape.
- Refined high-impact communication and cold-calling skills, laying a solid foundation for long-term success in B2B sales and client engagement.

## EDUCATION

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- MBA (Masters of Business Administration) - Pune University  
Specialization - **Marketing** 2017
- B.com (Bachelor in Commerce) - Pandit Ravishankar Shukla University  
Specialization - **Maths** 2014