

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.	Linkedin	• Seamless.AI
Zoho Recruit	• Hubspot	Sales Navigator	• Apolo IO
Slack		Lusha	• Link Port

CORE COMPETENCIES

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

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 (Bachlor in Commerce) - Pandit Ravishankar Shukla University
Specialization - Maths | 2014 |