



Shahadat Hussain

D.O.B.: 27-May-1993

Mobile: +91 9101809212

Mobile: +91-9008179037 (Home)

Nationality: India

Location: Bangalore, India

Address: Vill- Chandi, P.O-Sikandarpur

, GB Nagar Tarwara, Siwan-841434, Bihar, India

Email: shahadathussainjobs@gmail.com

Skype ID: shahadathussainjobs@outlook.com

Indian Passport no: L2379777

Date of Issue: 15/05/2013

Date of Expiry: 14/05/2023

Place Of Issue: Patna (INDIA)

Professional Summary

Skilled **Manager - Customer Life Cycle** with 3 years of experience in **Business Development, B2C, B2B Sales, Client Relationship Management, and Up Selling**. Fair understanding in increasing sales revenue, developing profitable and productive business relationships, coordinating with decision-makers, building an extensive client base, generating interest, qualifying prospects and closing sales.

Skills

- Sales proposal creation
- Persuasive negotiator
- Revenue and profit maximization
- B2B sales
- Business development
- Sales pipeline management
- Customer satisfaction
- Researched sales leads
- Client development
- Self-motivated
- Highly competitive
- Interpersonal skills
- Energetic and driven
- Enthusiastic about networking
- Highly organized
- Critical and creative thinking
- Analytical problem solver
- Team liaison
- Strong Communicator

Work History

Manager - Customer Life Cycle, April 2017 to Current

NxtGen Datacenter and Cloud Technologies – Bengaluru, KA

- Achieved departmental objective by hitting the quarterly target.
- Achieved individual objective by meeting the weekly target and once over-achieved.
- Revenue generation by selling high-ticket items and up-selling.
- Achieving ambitious customer acquisition.
- Developed new business opportunities by effectively communicating product lines to leading international corporations.
- Uncovered and qualified prospects and sales opportunities in targeted markets using external resources.
- Organize and execute daily/weekly/monthly plans for adding new opportunities and having 3x amount of quota in pipeline.
- Comfortable in engaging clients to solve customer query and generate new business.
- Managing customer centric operations and ensuring customer satisfaction by achieving delivery and service quality norms.
- Researched clients' business issues and goals to offer appropriate solutions.
- Quoted prices, credit terms and other bid specifications.
- Reinvented how team interacts with prospective clients by developing innovative and creative sales pitch.

- Maintained and organized a customer database of over 2000 clients nationwide.
- Planned client relationship cultivating events to promote growth, resulting in an expansion of clientele base by 60%.
- Organized company files and creating support system to decrease workload and increase productivity of account managers.

Sales Executive, Nov 2011 – May 2014

Fancy Bag Centre – Guwahati, India

- Providing advice regarding the product portfolio
- Delivered the best customer service in alignment with the company standards
- Always strive to improve the customer experience
- Achieved individual and store sales targets
- Used effective selling techniques to maximize the business potential of the stores
- Updated customer information to ensure an efficient use of CRM
- Created appealing and eye-catching visual displays to attract customers
- Acted in alignment to the store's culture, products, image and target market
- Monitored costs and work within budget
- Liaise with suppliers and source elements
- Managed inventory

Education

Academics

- ❖ PGDM/MBA- Marketing & HR
New Delhi Institute Of Management, 2015-17
- ❖ Bachelor Of Commerce
Gauhati Commerce College, 2011-14
- ❖ Higher Secondary
Gauhati Commerce College, 2009-2011
- ❖ SSC
Nichols High Schools, 2009

PROJECTS/TRAINING UNDERTAKEN

Management Trainee (May 2016-July 2016)

Top Rankers Management Consultant

- ❖ Talent Acquisition
- ❖ Head Hunting
- ❖ Day to Day report management

Computer Skills

- ❖ IT Essential
- ❖ MS Office Suite
- ❖ Red Hat System Admin I & II
- ❖ Diploma in Hardware Technology
- ❖ Service Now
- ❖ Inbound Marketing Certification