**YASIR MEMON**

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**SUMMARY**

With over ten years of experience in the field, I am skilled in administration, financial oversight, team building, and revenue generation. My well-rounded skill set includes exceptional analytical and problem-solving abilities. I consistently meet or exceed benchmarks and deliver exceptional results. I am passionate about training and mentoring and am always eager to embrace change.

**EDUCATION**

**BS in Human Development** (Major) (final year) and computer sciences (minor) Graduating 2024

Arizona State University, Tempe, Arizona

**SKILLS**

Leadership and Management, Financial oversight, Analytical and Problem-solving abilities, Team Building, Adaptability to change, Training and Mentoring, Detail-oriented, Microsoft Office.

**PROFESSIONAL EXPERIENCE**

**GoDaddy, Tempe, AZ: Sales & Security** Sales consultantNov 2019 – Nov 2023

* Answering calls, providing the best customer service for current/ new clients, and identifying areas of sales opportunities for their sites.
* Making out bound sales call to current clients with areas of opportunity.
* Daily review of the leads provided by GoDaddy and funnels and build the pipeline.
* Perform SEO audits for clients, identifying keyword gaps and optimization audits and driving a data-driven approach.
* Identify opportunities by checking the site's social media presence.
* Building pipeline and and bundling websites by becoming a Godaddy all product brand ambassador such as SEO, social media marketing, developer support and fully managed server support.

**Kundi Services Ltd, Karachi, Pakistan:** Operations/ Sales Manager July 2013 – Sep 2019

* Manage the daily performance of 5 to 9 supervisors, ensuring productivity standards are being met, including KPIs, billable hours/revenue, shrink, occupancy, attrition reduction, retention efforts, schedule adherence, and all other data/metrics.
* Conduct regular performance evaluations, identify areas for improvement, and develop personalized coaching plans for supervisors.
* Monitor, coach, and provide specific feedback to Supervisors to meet performance requirements, including quality, productivity, attendance, and related disciplinary issues for their teams.
* Manage the daily performance of 10-15 Supervisors and phone agent workforce of 400+ students, ensuring productivity standards are being met including KPIs, billable hours/revenue, shrink, occupancy, attrition reduction and retention efforts, schedule adherence, and all other data/metrics.
* Recommend and implement methods and procedures to increase productivity efficiency and reduce overall costs while increasing revenue.
* Prepare and conduct performance evaluations for each Supervisor and coach on growth opportunities quarterly and annually.

**American Express, AZ:** Sales Consultant MAG (merchant associate group) team June 2006– July 2007

* Answering sales call for business interested in acquiring the merchant services/ hardware.
* Engage directly with the business owner, managing inbound phone calls to promote our products, address inquiries, and resolve issues. Gather information and close on product sales demonstrating intermediate skills and knowledge of company’s products and benefits.
* Enhance customer satisfaction and loyalty by providing accurate, timely, and high-quality information about our products.
* Calculate and suggest best offering/ percentage rate by analyzing the sales volume.
* Build pipeline for ling term relationship and suggest new products.
* Cultivate and nurture ongoing relationships with all accounts, influencing product loyalty.