

# Fahad Malik

Sales/ Customer Service Associate Level III

Sales and customer management professional with over 12 years of experience managing organizations and sales operations.

Recognized for outstanding performance in the logistic industry and contributions to success. Having been recognized as an employee of the month in 2015, 2016 and 2019 and a Sales Rockstar for the entire year of 2021, with over 200% for Q1-Q4, backed by sales methodology training.

## Contact

### Address

Lahore, PB, 54000

### Phone

923-213-243321

### E-mail

malikfahd11@gmail.com

## Skills

Team Management	●●●●● Excellent
Sales Team Training	●●●●● Excellent
Creative Visualization	●●●●● Excellent
Negotiations	●●●●● Excellent
Presentation Skills	●●●●● Excellent
Media Relations Skills	●●●●● Excellent

## Work History

2020-09 -  
2022-06

### Sale Executive / Customer Service Associate III

*Motive Ex Keeptruckin , Lahore, Pakistan*

- Prospecting new business (SMB & Enterprise) through cold calling and email.
- Survey prospects to understand their business's pain points. Accordingly, present demo, educate/train their drivers and fleet managers.
- Prepare Quotes, configure and customize systems to meet requirements, communicate delivery timeline, terms & conditions to the customers.
- Maintain consistent pipeline of qualified prospects and provide accurate forecasts for revenue.
- Increased sales by offering advice on purchases and promoting additional products.
- After Sales - Receive, analyze, troubleshoot, replicate and resolve customer issues/questions with a goal to aide in customer success through the ticketing platforms.
- Achieve daily KPIs and monthly quota.
- Analyze current sales prospecting processes and make recommendations for Sales loft / Salesforce improvements.
- Work with Sales Enablement Team to improve training and operational procedures within business.

Branding and Identity Skills  Excellent

Shipping and Logistics  Excellent

Customer On Boarding  Excellent

Customer Service / Customer Success  Excellent

Ms Office Excel Word PPT  Excellent

SAAS  Excellent

Salesforce  Excellent

## Software

Salesloft  Excellent

Salesforce Lightning  Excellent

Microsoft Office (WORD, PP, Excel)  Excellent

Microsoft Outlook  Excellent

RingDNA  Excellent

- Proactively audit accounts and present monthly reports to executive team members.
- Resolved conflicts and negotiated mutually beneficial agreements between parties.
- Work with customers to understand needs and provide excellent service.

2020-04 - 2020-09

### **Upper Sales Development Rep/ Sales Coordinator**

*KeepTruckin, Lahore, Pakistan*

2019-10 - 2020-03

### **Sales Development Representative SMB**

*Keeptruckin, Lahore, Pakistan*

2017-10 - 2019-09

### **Sales Specialist**

*The Resource Group (TRG), Lahore, Pakistan*

2016-01 - 2016-09

### **Customer Care Executive**

*CMA CGM, Karachi, Pakistan*

2015-09 - 2015-12

### **Shared Service Centre Assistant (Export Desk)**

*CMA CGM, Karachi, Pakistan*

2015-06 - 2015-09

### **Export Internal Sales Coordinator (Key Accounts)**

*CMA CGM, Karachi, Pakistan*

2015-01 - 2015-06

### **Junior Executive (Key Accounts Desk)**

*CMA CGM, Karachi, Pakistan*

2011-01 - 2014-12

### **Junior Executive (Export Documentation)**

*CMA CGM, Karachi, Pakistan*

## Education

2007-08 - 2011-12

### **BBA: Marketing Management And Research**

*University of Karachi - Karachi, Pakistan*

Gsuite ●●●●●  
Excellent

Xactly ●●●●●  
Excellent

SpacelQ ●●●●●  
Excellent

Docusign  
SSO ●●●●●  
Excellent

SAP Litmos ●●●●●  
Excellent

Happyfox ●●●●●  
Excellent

Genesis  
Cloud ●●●●●  
Excellent

Superblocks ●●●●●  
Excellent

## Languages

English ●●●●●  
Excellent

Urdu ●●●●●  
Excellent

Punjabi ●●●●●  
Excellent



## Accomplishments

- Achieved over 200% quarterly sales targets by completing sales with accuracy and efficiency.
- Collaborated with team of 20 in the development of SalesLoft.
- Used Salesforce to develop sales tracking and dashboard.
- Supervised team of 9 staff members.
- Been Sales Rock Star of 2021 hitting over 200% of monthly and Quarterly Quotas Q1-Q4



## Certifications

- |                |  |
|----------------|--|
| <b>2021-01</b> | Sales Methodology (KeepTruckin)                          |
| <b>2020-04</b> | Transportation Industry & Supply Chain (KeepTruckin)     |
| <b>2017-05</b> | Dashboard Training & Analysis MS Excel (PIM)             |
| <b>2016-02</b> | Conflict Resolution Techniques (Green Berry Institution) |
| <b>2015-12</b> | Problem Solving & Decision making skills (PIM)           |
|                | Effective Reports and Presentations (PIM)                |
|                | Supply Chain Management (PIM)                            |