

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

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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

2015-09 - 2015-12

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.

Upper Sales Development Rep/ Sales Coordinator

KeepTruckin, Lahore, Pakistan

Sales Development Representative SMB

Keeptruckin, Lahore, Pakistan

Sales Specialist

The Resource Group (TRG), Lahore, Pakistan

Customer Care Executive

CMA CGM, Karachi, Pakistan

Shared Service Centre Assistant (Export Desk)

CMA CGM, Karachi, Pakistan

Export Internal Sales Coordinator (Key Accounts)

CMA CGM, Karachi, Pakistan

Junior Executive (Key Accounts Desk)

CMA CGM, Karachi, Pakistan

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

2021-01

Sales Methodology (KeepTruckin)

2020-04

Transportation Industry & Supply Chain (KeepTruckin)

2017-05

Dashboard Training & Analysis MS Excel (PIM)

2016-02

Conflict Resolution Techniques (Green Berry Institution)

2015-12

Problem Solving & Decision making skills (PIM)
Effective Reports and Presentations (PIM)

Supply Chain Management (PIM)