

Danish Sajid

Lahore

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Professional Summary

Dynamic sales representative seeking to apply work ethic, technical aptitude, and leadership skill to advance the goals of a technical sales group. Use extraverted personality to build trust and forge authentic connections with customers and colleagues. Dedicated to learning how products function and determining how they will best serve customers. Regularly adjust work protocols and perform market research to achieve completion of sales. Ensure the success of my professional teams by ascertaining the strengths of team members and allocating duties appropriately.

Work Experience

Cedar Financial Full-time

Sales Accounts Manager - B2B

08/2021- Present

- Closing deals with Clients and managing the accounts.
- Tracking account targets & Monitoring sales.
- Manage a portfolio of client accounts to ensure long-term success.
- Responsible for quality controlling and submitting all New Clients to the compliance department for processing
- Conducting daily inquiry quality control reviews and performing audits on current progress and necessary distribution
- Responsible for managing marketing campaign results and new business reporting and analytics
- Works with the IT/Technology department to facilitate updated processes and conduct conflict resolution to current department challenges
- Develop positive relationships and promptly handle the customer's requirements
- Works with Client Success Management department in supporting new business onboarding and managing efficient communication between departments
- Assisting Digital Sales with Inquiry Support
- Responsible for Software Analytics and Maintenance
- Forward Facing Customer Success Representative
- Requesting necessary documents/details from New Clients
- Participates in sales calls with members of sales team to acquire new business and/or close on business
- Assists with development and maintenance of consistent corporate image throughout all marketing and promotional materials and product lines.
- Monitors quality of work; assures staff conforms to organizational policies and procedures and government regulation

Salsoft Technologies, Lahore

Accounts Manager - B2B

4/2020 - 08/2021

- Determining a client's business requirements and whether the products being considered are suitable
- Communicating with clients and gathering information about a project's scope, budgets and timelines
- Decide whether the software or hardware needs adapting to meet the client's needs
- Communicate regularly to US Clients to discuss project deadlines, responsibilities and goals with clients and employees on the phone, and over email.
- Negotiates sales, package discounts, and long-term contracts with clients• Develops and maintains long-term relationships with accounts
- Establishes sales goals and implements a plan to meet those goals

- Assisted customers with more difficult technical issues requiring a greater level of personalized care and in greater length.
- Maintain and provide support for all IT infrastructure. Provide tier 1 and tier 2 support and troubleshooting.

Office 365 Administration - Migrations to Office 365 from Go daddy, G Suite, On-Prem environments

- Hybrid configuration and AD Sync troubleshooting - Office 365 Environment Setup Consultancy. - DNS and User management - License and Payment management - Troubleshoot end User Problems related to Office 365 Services.

- Exchange Online - Mail flow design and configuration - Archiving and Retention Policies - Threat management and compliance - Mail flow connectors - e-discovery and Auditing

- Share Point Online - Hierarchical Permission design and implementation - site Integrations and Flows - Web parts and customization - List and Library customization and troubleshooting

- Teams - Setup and Manage Teams - Manage Org wide policies - Audio Conferencing configuration -

Resource accounts and Phone system management

- Escalate support desk tickets to Level 3 in the most crucial circumstances and after considerable time had been spent on a single ticket.
- Onboarded and trained all incoming junior tech support specialists.

Commserv, Lahore
Technical Support Specialist

10/2017 - 07/2018

- Identifying Bugs within the application/website and finding out new ways to resolve the issues with the help of the development team.
- Creating and maintaining a long-lasting relationship with new and existing clients
- Secure and renew orders and arrange delivery.
- Collaborate with sales teams to understand customer requirements, to promote the sale of company products, and to provide sales support.
- Provide technical and non-technical support and services to clients.

Education

UET, Lahore
MBA - Business & Administration

09/2018 - 10/2020

Bahauddin Zakariya University, Multan
BSCS

12/2013 - 12/2017

Languages

English Urdu

Additional Skills

- Project Management & Team Leading
- Strong Technical Skills
- Creative Thinking Skills
- Communication & Interpersonal Skills

References

Available only upon Request