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Lucknow, Uttar Pradesh

## EDUCATION

### Bachelor of Science(B.Sc)

Subharti University

2014-2017

### Diploma In Hardware & Networking

Making Future Computer Institute Lucknow

2014 -2016

## CERTIFICATION

CCC

# FARAZ AHMAD

## BUSINESS DEVELOPMENT MANAGER

## Experience

**October 2024- Present**

**Elite Elevators Ltd**

**Business Development Manager**

- Call and Meet with new Clients given by Company.
- Planned marketing initiatives and leveraged referral networks to promote business development.
- Boosted revenue by bringing in and cementing relationships with new clients and optimizing servicing of existing customer accounts.
- Arranged potential client contacts, cultivated relationships and followed through all service needs.
- Used Salesforce to handle current portfolio and prospective leads
- Engaged with customers to build business relationships.

**September 2023- September 2024**

**Teachmint Technologies Pvt Ltd**

**Growth Manager**

- Planned marketing initiatives and leveraged referral networks to promote business development.
- Boosted revenue by bringing in and cementing relationships with new clients and optimizing servicing of existing customer accounts.
- Arranged potential client contacts, cultivated relationships and followed through all service needs.
- Used Salesforce to handle current portfolio and prospective leads
- Engaged with customers to build business relationships.

# EXPERTISE

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- Computer proficiency
  - Communication skills
  - Leadership experience
  - Problem-solving abilities
  - Account Management
  - Customer Relationship
  - Strategic and Social Selling.
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# LANGUAGE

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English

Hindi

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## September 2022 – August 2023

### IndiaMart Intermesh Ltd

#### Assistant Manager

- Handling portfolio of 150 companies month to month basis.
- Cross sell and upsell of IndiaMart services to the existing and new clients, built relationship with the client and provide them adequate follow up services and resolve complaint regarding the same.
- Training and on boarding of clients to the IndiaMart platform to help them grow their business.
- Strengthened merchandising and promotional strategies to drive customer engagement and boost sales.
- Developed loyal and highly satisfied customer base through proactive management of team customer service strategies.
- Developed strategy to increase sales and drive profits.
- Offered hands-on assistance to customers, assessing needs and maintaining current knowledge of consumer preferences.
- Mentored team members to enhance professional development and accountability in workplace.
- Generated repeat business through exceptional customer service and responded to customer concerns with friendly and knowledgeable

## August 2021 – August 2022

### Byju's

#### Senior Business Development Associate

- Planned marketing initiatives and leveraged referral networks to promote business development.
- Boosted revenue by bringing in and cementing relationships with new clients and optimizing servicing of existing customer accounts
- . Arranged potential client contacts, cultivated relationships and followed through all service needs
- . Enhanced sales techniques and marketing plans to strengthen business development efforts.
- Met with current clients to assess needs and develop improvement plans.
- Used Sales Force to handle current portfolio and prospective leads. Engaged with customers to build business relationships.

## December 2018 – February 2021

### Green Way Solution

#### Sales & Key Account Manager

- Met with existing customers and prospects to discuss business needs and recommend optimal solutions.
  - Created professional sales presentations and seminars to effectively demonstrate product feature and competitive advantages.
  - Implemented brand marketing and sales campaigns.
  - Trained and mentored new sales representatives.
  - Achieved monthly sales goals by promoting product benefits and enrolling new clients,
  - Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
  - Provided primary customer support to internal and external customers.
  - Used company troubleshooting resolution tree to evaluate technical problems and find appropriate solutions.
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