



ABDUL RAZZAK

Sales & Marketing, Business Development

Attentive Sales Manager successful in relationship and team building. Focused on client satisfaction, extensive sales training, as well as motivating teams to exceed sales goals and create positive morale in every aspect of the workplace. Visually and operationally oriented, with a strong understanding of their importance in a business.



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ACHIEVEMENTS



Customer Service Award & Top Operation Manager Awards - Carlson Wagonlit Travels



Excellence in Performance Award - Carlson Wagonlit Travels

EDUCATION

04/1988 - 03/1990

Osmania University

Bachelor of Commerce

Advance Accountancy & Auditing

08/1995 - 10/1995

Emirates Business School

Sales & Marketing Diploma

SWOT Analysis, Product Presentation, Product Advertising & Marketing, Demand & Supply, Brand Management, Brand Promotions

EXPERIENCE

01/2020 - present

TrawlTrip India Private Limited, Hyderabad - India

Business Development

Reached out to potential customers via telephone, email and in-person inquiries.

Negotiated, prepared and signed contract with clients

Created reports and presentations detailing business development activities.

Worked with existing customers to increase purchases of products and services

Identified key products, services and customers and used data to devise innovative sales and marketing plans enabling dramatic growth.

Prospected 18 new weekly leads with diverse strategies, including cold calling, site visits and customer referrals

01/2018 - 12/2019

Suhail Bahwan Group Holding, Muscat - Oman

Senior Sales Executive

Placed cold calls to potential customer and follow-up calls to current and past clientele, cultivating long-term relationships to generate referral and repeat business.

Educated customers about product and features and benefits to aid in selecting best options for each corporate needs.

Followed up on leads with friendly, knowledgeable support fortnightly to turn interested parties in business partners.

Nurtured relationship with decision-makers in various business groups to win new business and increase repeat opportunities.

Recognized and resolved compound problems that effected upper-level management and business initiatives.

Protected top-prio.ity accounts by employing effective sales and marketing techniques.

01/2016 - 12/2017

International Travel House, Hyderabad - India

Asst. Sales Manager

Outperformed revenue targets by effective applying SWOT analysis, Marketing and Sales techniques.

Prospected leads, schedule meeting and converted targets into customers at 40% rate

Used consultative sales approach to listen carefully to client needs and recommend desired product and service

Analyzed market trends to implement appropriate market and sales methods

Organized events and product presentations related to national conferences and conventions.

Designed and carried out market research to detect and attract new customers.

07/2012 - 12/2015

Akhil International - Hyderabad, India

Assistant Branch Manager

Planned and implemented advertising campaigns, including acquiring new clients, promoting current services, launching new products and achieved successful results.

Led crisis management team and provided quick turnaround solutions.

Produced P&L Statements to enable research into loss-reduction strategies.

Worked closely with senior management and assistants to meet compliance with strict business schedule

Supervised payments via credit and debit cards and handled all sensitive information with professionalism and discreteness.

07/2012 - 05/2012

Carlson Wagonlit Travels, Hyderabad - India

Team Leader

Managed 8 large business accounts with strong focus on achieving high levels of client praises and loyalty.

Coached team members in customer service techniques, providing feedback and encouragement toward reaching sales goals.

Mentored and guided employees to foster proper completion of assigned duties

Led team of 25 members while providing exceptional customer service.

Evaluated employee skills and knowledge regularly, training and mentoring individuals with lagging skills.

04/2004 - 06/2007

Akbar Travel of India Private Limited, Hyderabad - India

Supervisor - Travel Counter

Prepared necessary travel documentation for national and international trips to diverse locations.

Provided exemplary customer service to new and existing clients, which helped build lasting relationships and secure new travel arrangements

Arranged travel accommodations for groups, couples, executives and special needs clients.

Maintained operational proficiency in coordinating both international and domestic travel accommodation for customers, arranging for airfare as well as hotel and rental car reservations.

SKILLS

Good communication - written and oral skills

Excellent conceptual and analytical skills

Effective interpersonal skills

SOFTWARE SKILLS

Microsoft Word



Microsoft Excel



LANGUAGES

English



Arabic



Hindi



HOBBY



Travel



Music



Machines



Driving