

JIBRAN YASEEN

SALES AND MARKETING



DOHA, QATAR

VALID QID WITH NOC

DRIVING LICENSE

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ABOUT ME:

Dedicated and results-oriented professional with 12 years of experience in Sales, Marketing and Customer relationship Management. I am committed to driving business growth through understanding customer needs, delivering exceptional service, and implementing effective marketing and sales strategies to drive customer satisfaction and loyalty. By contributing my expertise in identifying market opportunities, optimizing customer engagement, I aim to play a pivotal role in enhancing the company's market presence, profitability and overall success.

HIGHLIGHTS OF EXPERTIES:

- Marketing Strategy
- Market research and trend analysis
- Customer Relationship Management
- Time management & Multitasking
- Team Leadership
- Sales Management
- Quotation Preparation
- Outdoor & Indoor Sales
- Corporate & Retail Sales
- Complaint Resolution
- key Account Management
- Project Supervision
- Digital Marketing
- Negotiations

PROFESSIONAL EXPERIENCE:

- Electronic Equipment
- IT Equipment
- CCTV Systems
- Public Address Systems
- Projects Supervision
- Software
- Home Appliances
- IT Networking
- Access Control Systems
- Sales & After sale Services

SPECTRUM SOLUTIONS QATAR

2023 TO PRESENT

Job Title: **Zone Manager Sales and Marketing**

Role & Responsibility:

- Develop closed working relationship with customers to achieve target
- Analysed customer data using CRM systems, identifying key trends and preferences that informed product development decisions and resulted in increase in sales.
- Resolved customer issues in a timely and effective manner, resulting in a decrease in customer complaints and increase in customer satisfaction ratings.
- Conducted regular customer feedback surveys and utilized the insights to drive product improvements.
- Conducted canvassing activities to expand market presence and reach
- Assist in promoting new products to existing and new customers.

- Proactively followed up with clients to mature leads and close deals
- Conduct regular meetings with clients to understand their needs, address concerns and identify opportunities for upselling.
- Collaborated with cross functional teams to ensure timely resolution of customer issues and inquiries.
- Participating in training and development programs to enhance skills in marketing.
- Marketed and developed new customers by visiting these companies personally to collect their specific requirements and explain advantages and benefits of choosing us
- Keep customers updated on the latest products in order to increase sales
- Maintained accurate and updated customer records in the CRM system, ensuring data integrity and enabling personalized customer interactions
- Assisted in the preparation of reports on customer satisfaction and feedback.
- Answers incoming and make outgoing phone calls to customers and provide quality, responsive, and positive customer contact with the intent to retain the customer.
- Maintain company reputation & credibility by fair dealings.
- Processing orders, forms, applications, and requests

A & K TRADING AND CONTRACTING QATAR

2020 TO 2022

Job Title: **Business Development Officer**

Role & Responsibility:

- Develop, execute, and monitor sales strategies to achieve sales target
- Monitored and analyzed competitor activity in the territory, resulting in the development of a new competitive strategy that increased market share
- Proactively followed up with clients to mature leads and close deals
- Negotiating and review all contracts with prospective clients
- Identified and capitalized on business opportunities within the territory
- Coordinate delivery processes to ensure timely order fulfillment
- Supervision of subordinates
- Maintaining and nurturing relationships with existing customers to maximize profit
- Analyzed consumer behavior and trends
- Maintaining accurate records and documenting all customer service activities
- Communicating with customers through various channels.
- Worked with clients to resolve claim and Complaints issues quickly and efficiently
- Quotation preparation
- Responding to customer service issues in a timely manner

THE INNOTECH COMPUTER

AUG-2017 TO SEP-2020

Job Title: **Assistant Marketing Manager**

Role & Responsibility:

- Building and maintaining profitable relationships with key customers.
- Maintaining a positive, empathetic, and professional attitude toward customers at all times
- Resolving customer complaints quickly and efficiently.
- Keeping customers updated on the latest services in order to increase revenue.
- Meeting with managers in the organization to plan strategically.
- Knowing your competition and strategizing accordingly.

- Supervising day-to-day operations in the customer service and Marketing department.
- Responding to customer service issues in a timely manner.
- Developing customer satisfaction goals and coordinating with the team to meet them on a steady basis.
- Maintaining accurate records and documenting customer service activities and discussions.
- Communicating with customers through various channels.
- Worked with clients to resolve claim issues quickly and efficiently

SARRJ BUSINESS SOLUTIONS

JUL-2014 TO JUN-2017

Job Title: **Zone Manager Marketing and Sales**

Role & Responsibility:

- Manage sales and marketing in both Retail and Corporate
- Maintained and updated territory records for streamlined operations
- Effectively managed the sales team and optimizing team performance
- Demonstrated a comprehensive understanding of Tendering process
- Identified and capitalized on business opportunities within the territory
- Fostered strong customer relationships, ensuring client satisfaction and loyalty
- Designed and executed effective sales strategies
- Conducted canvassing activities to expand market presence and reach
- Proactively followed up with clients to mature leads and close deals
- Maintaining and nurturing relationships with existing customers to maximize profit
- Negotiating and review all contracts with prospective clients
- Monitored and analyzed competitor activity in the territory, resulting in the development of a new competitive strategy that increased market share
- Providing technical support and onsite troubleshooting and repair when needed to achieve customer satisfaction
- Gave various ideas/suggestions related to Client Value Creation thereby reducing overhead costs.

KONICA MINOLTA-OFFICE AUTOMATION GROUP

DEC-2011 TO JUN-2014

Job Title: **Marketing and Sales Executive**

Role & Responsibility:

- Boosting brand visibility and market share and analyzed consumer behavior and trends
- Build relationship with customers to enhance brand loyalty and drive business growth
- Conducted canvassing activities to expand market presence and reach
- Proactively followed up with clients to mature leads and close deals
- Recognized and acted upon emerging business opportunities
- Coordinated delivery processes to ensure timely order fulfillment
- Contributed to retail sales initiatives, expanding market presence and Customer reach.
- Gathered information and create monthly reports.
- Developed and maintained relationships with Client for future business and to meet there required expectations.
- Make comparison of different suppliers in market, price and prepare comparison sheet
- Participating in training programs to enhance skills and knowledge in marketing.

EDUCATION:

Bachelors of Business Administration
COMSATS UNIVERSITY, PAKISTAN.

2007 to 2011

COMPUTER SKILLS:

- ORACLE SFA (Sales Force Automation)
- CRM Software (Customer Relationship Management)
- MS Excel / Power Point
- MS Word
- MS Teams

PROFESSIONAL SKILLS:

- Knowledgeable in various computer hardware and software applications including CRM, MS Office, Teams, SFA.
- Ability to work in multicultural environment and can perform multi task works with less supervision.
- Self-motivated and good communication skills including written and spoken.
- Positive attitude, excellent problem-solving skill work under high pressure.
- Lead generation and conversion strategies
- Understanding of customer needs and preferences
- Conflict resolution and problem-solving
- Business Process Improvement

LENGUAGES:

- English
- Hindi
- Urdu

PERSONAL INFORMATION:

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NOC	YES
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