

Mujahid Ur Rahman Khan

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Doha, Qatar


Professional Summary



Dynamic and results-driven ~~Sales Manager, Customer Relationship Manager~~, with over 17 years of experience in driving revenue growth, customer satisfaction, team performance, B2B&B2C Sales, Market&Competitive Analysis, CRM&Data Reporting, Team Training&Development, Performance Management, Contract Negotiation, International Sales Development

Professional Experience


SALES MANAGER- VISTAS GLOBAL- B2B, Doha, Qatar

 JULY 2025 – Present

- Acquired and managed enterprise clients, fostering long-term relationships.
- Managing sales trackers, pipelines, and internal CRM systems.
- Identifying opportunities to increase revenue within existing client accounts.
- Generating leads, identifying potential corporate clients, and acquiring new enterprise accounts.
- Developed and executed sales strategies to grow new and existing business.
- Delivered tailored telecom solutions to meet customer needs and drive satisfaction.
- Achieved and exceeded monthly sales targets and KPIs.
- Conducted competitive analysis to identify new market opportunities.
- Maintained CRM records and reported on sales pipeline and forecasts.
- Collaborated cross-functionally with Business Care, Service Management, and Commercial teams.

SALES- B2B (CUSTOMER RELATIONSHIP MANAGER)

4B Broker Networks Pvt Ltd., Bangalore, India

 FEB 2017 – OCT 2024

- Managed and mentored a team of 10 outdoor sales executives.
- Increased sales by 10% within the first quarter through strategic planning.
- Trained new hires and improved team performance through regular feedback.
- Strengthened customer relationships, boosting retention and repeat business.
- Conducted in-depth market research to introduce new services and products.
- Implemented a customer service program that enhanced loyalty and satisfaction.

- Negotiated pricing and contracts with vendors for profitability.
- Coordinated promotional campaigns with marketing teams.
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**MANAGER- B2B (CLIENT CONTACT CENTER)
NEXUS INSURANCE BROKERS, DUBAI (UAE)**

 MAR 2012 – DEC 2014

- **Operational Leadership:** Directs end-to-end contact center operations, including service delivery, support, and account management. This includes setting and monitoring KPIs (Key Performance Indicators) and dashboards to track team productivity, response times, and quality standards.
- **Team Management and Development:** Responsible for hiring, training, mentoring, and motivating staff. This involves implementing coaching frameworks, managing employee performance, and fostering a customer-centric culture.
- **Performance Optimization&Reporting:** Analyzes data and call center metrics to identify trends, identify root causes of issues, and make data-driven decisions to enhance efficiency. They produce regular reports for senior leadership regarding service performance.
- **Client Experience and Escalation Management:** Handles high-level customer complaints and complex issues, providing resolution to improve overall customer satisfaction and experience.

**MANAGER- B2B (CALL CENTER&VENUE)
THE COUNTRY CLUB HOTELS, DUBAI (UAE)**

 JAN 2010 – MAR 2011


- Lead and manage a team of customer service representatives within the call center, monitoring performance and ensuring achievement of departmental goals and objectives.
- Coach, train, and mentor call center staff in order to enhance their skills and meet performance targets.
- Analyze call center performance metrics, generate data-driven reports, and identify areas for improvement to optimize call center operations.
- Establish and maintain strong working relationships with internal stakeholders and collaborate to enhance cross-functional processes, ultimately improving customer satisfaction.
- Ensure call center adherence to company policies, procedures, and quality standards, consistently meeting or exceeding service level agreements.

- Monitor call center trends, technology advancements, and industry best practices to drive innovation and make proactive recommendations for process enhancements or system updates.
- Handle escalated customer inquiries or complaints, resolving issues effectively and ensuring customer satisfaction.
- Prepare and present periodic reports on call center performance to senior management, highlighting accomplishments and providing strategic recommendations.
- Maintain a positive and motivating work environment that fosters employee engagement, satisfaction, and professional growth.

Education

Bachelors of Commerce


Chhattisgarh University- India

 2003 – 2004

High School (Class X)

Abdul Baris High School – Karnataka Education Board

 Bangalore, Karnataka

 1996 – 1997

Languages

- **English:** Proficient
- **Hindi, Kannada, Tamil, Malayalam, Urdu, Persian:** Native
- **Arabic:** Good