**MIRZA**

**MIRZA.363923@2freemail.com**

Highly accomplished and result-driven professional with over “**5yrs”** of experience in business development, marketing, Sales, Customer Services, Competitive Market Expansion and Sales Leadership. And over “**3yrs”** of experience in a GCC country as a Business Analyst. Leverages finely–bonded with interpersonal and time management skills to successfully play and manage a team to increase profitability, achieve corporate goals and objectives. Energetic and self-driven with genuine passion for sales strategy and well–rounded background a progressive organization in optimizing performance and revenue growth.

**PROFESSIONAL SUMMARY**

Over the span of 5 years, gained experience in the areas like:-

* **Execution of project:** Have knowledge of complete procedures, policy implementations, benefits administration and Team supervision.
* **Communication:** A good communicator who can discuss problems with my team, remind and follow-up, network with senior management, project members, with consummate easiness and using excellent skills in oral and written English, e-mails and communication channels.
* **Quantity Surveying:** Prioritization of work and perfect time management.
* **Reconciliation:** Raising monthly code requirements. Implement correct work procedure, Faultless maintenance of reminders and follow-up systems.
* **Computer Fluency:** Have excellent command over in all software like “**ERP, Booking System, CRM, Online freelance portals** etc.

**CORE COMPETENCIES**

**Project Management**

* Plan & schedule of the project in stipulated time. Coordinate & execute that schedule from Manager and project team with budgeted cost.
* Review product and schedule & ensuring that all activities are carried out as per the requirements of the project specifications and Quality plan.
* Conduct and attend meetings both Internal and consultants for review and adherence.
* Assess the cost effects when changes occur and agree on variation with client.
* Maintain Quality, Quantity and safety at all stages of execution.

**Quality Assurance and Quality Control**

* Control quality on project to avoid friction between client and developer.
* Maintain system of Quality plan guidelines and procedures.
* Upkeep of documentation, records related to the project as per Quality Plan.
* Raise requirement of project request to the client/ Consultant as per specification and finalising approval.
* Place order, follow up with developer Department and maintain optimum proper delivery.

 **SKILLS:-**

* Well familiar with Internet Applications. Efficient Email Drafting.
* Completed training on Advance MS-office.
* **CRM, Strategic Management, Sales and Marketing, Online Promotion, Digital Marketing. Business Process Model**.
* Advance Knowledge Booking & Accounting Software.

**PROFESSIONAL CONTOUR**

**May 2016 to Present Brainwave Computers ERP Sales Consultant (DUBAI– UNITED ARAB EMIRATES)**

**Project Handled-**

* Customizable Enterprise resource planning (**ERP**), Customer relationship management (**CRM**).
* Carried out business analysis of **Financials, Sales, Purchase, HR, Payroll, Inventory, Warehouse, Fixed Asset, Machine Maintenance, Campus Automation** Modules to define functional and software specifications.

**Key Accomplishments:**

* Created and led implementing of software as a service (**SaaS**) subscription model.
* Helped develop customized solution according to Verticals such as Trading, Shipping and Retail.
* **Promoted from Salesperson to Consultant and Account Manager**.

**Key Deliverables:**

* Regularly research and create new sales opportunities in order to maintain a solid client pipeline and database.
* Meeting customers (companies, B2B) located across UAE.
* Demonstration of the software to the client.
* Translate customer requirements into software functionalities.
* Prepare and facilitate presentation and proposals.
* Close sales and finalize agreements after negotiations with customers.
* Coordinating with pre sales team and support team.
* Leveraged finely honed communication and negotiations skills to foster new relationships.
* Update CRM with customer intelligence.
* Very successful in door-to-door sales; initiated courtesy and follow-up calls.
* Developed business for ERP solution to replace disparate non-integrated legacy systems.

**APR 2013 to APR 2016 Amana Contracting & Steel Buildings Junior Business Analyst (JEDDAH – SAUDI ARABIA)**

**Project Handled-**

* Internal Auditors check for waste and mismanagement of funds, as well as fraud within an organization.

**Key Deliverables:**

* Responsible for supporting Senior Business Analyst in developing, designing and implementing tools and reports for the operation
* Responsible for generating accurate data on company performance, project expense, internal audits, and employment rates.
* Provides supports to supervisors by documenting organizational structures, internal processes and clients’ business requirements.
* Performs the tasks of gathering, analysing and storing information.
* Performs follow- up with Project sites on required reports and data

**FEB 2011 to DEC 2013 Compumax IT Solutions Telemarketing/ Business Dev Executive**

 (**HYDERABAD - INDIA**)

**Project Handled-**

* Generate leads from major company like **“Yelp.com, Foursquares.com, Upwork.com, Freelancer.com, Peoplehour.com” etc.**
* Work on **USA & Canada** domain projects**.**
* Sold & Managed **Websites, E Marketing, IT Consulting, Web Branding, Data Solutions**

**Key Deliverables:**

* Making outbound cold calls daily.
* Ensure successful launch, implementation and operations of website.
* Manage website promotions and marketing across the internet and increased website traffic and conversion rate.
* Merchandise newly launched products, managed content and updated website.
* Coordinate with Sales, Marketing and Distribution in distribution network and multi-channel promotions.

**JAN 2010 to DEC 2011 Nationwide Medical Solutions Customer Service Representative**

 (**HYDERABAD - INDIA**)

**Project Handled-**

* Medical insurance billing and coding a patient's diagnosis along with a request for payments from the patient's insurance company.
* Work on **USA** domain projects**.**

**DEC 2008 to DEC 2010 Mohan’s Motors Senior Sales Executive**

 (**HYDERABAD - INDIA**)

**Key Deliverables:**

* Sold both new and used cars as well as finance and related product.
* Selling and Up-selling by promoting Finance, Insurance products. Paint Protections, etc.
* Meeting customers face to face and holding sales discussions with them until they convert to sales.

**ACADEMIC & PROFESSIONAL CREDENTIALS :-**

**Bachelors** in **Commerce** from **Osmania University, Hyderabad**

**Higher School Certificate** from **The Board of Intermediate Education, Hyderabad**

**Area of Expertise:-**

* Relationship Management, Global market Development, Sales presentation, Market Analysis, Team leading
* New business Development, Key Account management, Domestic and Global Business, Business Communication.
* Sales Management, Marketing Management, Customer Service, Online Marketing, Product launch Initiatives.
* Amazing ability to interpret and apply web statistics and behavioral analytics.