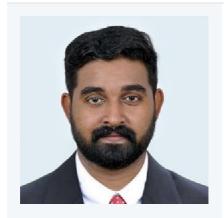
Febin Rahim Binu

Business Development Manager/ Sales Manager/ Relationship Officer



Personal details

Name

Febin Rahim Binu

Email address

febinbinu8@gmail.com

Phone number

+971 559651027

Address

Al Maqtaa 1, Bld No: 505 King Faisal Street

Date of birth

17 February 1997

Place of birth

Kerala

Driving licence

Valid Indian License

Gender

Male

Nationality

India

LinkedIn

linkedin.com/in/febin-binu-816790223

Profile Summary

Experienced Business development and Relationship management executive with a proven track record in driving revenue growth and building strong client relationships. Skilled in strategic sales, prospecting, and exceptional customer service. Effective communicator with a passion for exceeding targets and delivering results.

Employment

Business Development Manager-Du Telecom

Aug 2023 - Apr 2024

Channel Partner-Jiosmart

- Researching and identifying potential business opportunities, partnerships, and alliances that align with Du Telecom's strategic objectives.
- Analyzing market trends, customer needs, and competitor activities to identify gaps and opportunities for growth.
- Developing and implementing strategic plans to expand Du Telecom's business presence, revenue streams, and market share.
- Driving sales and revenue growth through acquisition of new customers, upselling to existing customers, and launching new products or services.
- Working closely with marketing teams to develop and execute marketing strategies, campaigns, and promotions to drive brand awareness and customer acquisition.
- Staying updated on industry trends, best practices, and emerging technologies to continuously improve business development strategies and tactics.

Business Development Manager

Oct 2022 - Apr 2023

Avodha EduTech, Kerala, India

- Identified and pursued new business opportunities, leading to the acquisition of 18% more clients and expanding the customer base.
- Built and nurtured strong relationships with key stakeholders, resulting in a 67% increase in client retention and satisfaction ratings.
- Collaborated with the marketing team to develop compelling value propositions, sales collateral, and marketing campaigns, resulting in an increase in lead conversion rate.
- Negotiated and closed contracts with clients, securing favourable terms and conditions that maximized revenue and profitability.
- Monitored sales performance metrics, such as sales pipeline, conversion rates, and revenue growth, achieving a 33% increase in overall sales productivity.
- Represented the company at industry conferences, trade shows, and events, generating 300+ leads and opportunities for business growth.
- Stayed updated on the latest trends and advancements in the EdTech industry, attending relevant workshops and training sessions, resulting in an increase in knowledge and expertise.

Customer Service Skills

Communication

Active Listening

Problem Solving

Adaptability

Technical Skills

Conflict Resolution

Customer Service
Management

Microsoft Office

Social Media
Marketing

Email, Mobile,
Event Marketing

Qualities

- Leadership
- Adaptable
- Committed
- Time Management

Extracurricular Activities

Volunteer

Dec 2015 - Present Blood Bank - RCC, Trivandrum, India

Fund Raiser

Oct 2018 - Present
Kerala Child Development
Committee, Kerala, India

 Prepared regular reports and presentations for senior management, providing insights on sales performance, market trends, and business development activities.

Relationship Officer

Oct 2021 - Aug 2022

Federal Bank of India, Kerala, India

- Prospected and onboarded 75+ new clients, expanding the customer base by 40% through effective networking, referrals, and lead-generation strategies.
- Conducted comprehensive financial assessments for clients, resulting in the development of tailored investment plans that achieved an average return on investment of 12% annually, amounting to 15 lakhs in profits.
- Fostered strong relationships with key institutional clients, ensuring a satisfaction rate of 95% and achieving a client retention rate of 85% through regular communication and proactive relationship management.
- Assisted and trained 250+ clients in navigating the bank's digital platforms, resulting in a 25% increase in online banking adoption and usage among clients.
- Acted as a subject matter expert on banking products, policies, and procedures, delivering informative presentations and conducting training sessions that received an average satisfaction rating of 89% from clients and colleagues.
- Maintained accurate client records and documentation, ensuring compliance with regulatory requirements with a 94% audit success rate.

Sales Executive - LG Electronics

Aug 2018 - Jul 2021

S.G Electronica, Kerala, India

- Developed and executed specialized sales plans to achieve revenue targets, resulting in a 70% increase in sales within one year of joining.
- Built and nurtured long-term relationships with key clients, resulting in a 55% increase in customer retention and satisfaction ratings.
- Generated a consistent flow of high-quality leads through proactive prospecting, networking, and effective utilization of digital platforms, resulting in 37 new accounts acquired.
- Collaborated with cross-functional teams, including marketing and product development, to ensure alignment and deliver customized solutions that met client needs, resulting in increased market share and customer loyalty.
- Conducted product demonstrations and presentations to potential B2B clients effectively showcasing the features, benefits, and competitive advantages of LG Electronics' products, resulting in increased sales conversions and market penetration.

Education

Bachelors in Business Administration

Jun 2015 - Mar 2018

University of Kerala, Kerala, India

High School Diploma

Jun 2014 - Mar 2015

Sabarigiri Residential School, Kerala, India

Languages

English

Malayalam

Tamil

Hindi



References

References available upon request.