



ABBAS DILAWAR

ACCOUNT EXECUTIVE AND BUSINESS DEVELOPMENT REPRESENTATIVE SUMMARY

A highly motivated and results-oriented professional with a proven track record in telemarketing and team leadership roles. Possesses exceptional communication skills and thrives in challenging environments. Experienced in handling international clients across various sectors, Skilled in team motivation, maintaining performance metrics, and achieving sales targets. Proficient in maintaining client data, conducting training sessions, and ensuring team success through effective communication and strategic planning. Adept at fostering strong relationships with clients and team members to drive business growth and exceed expectations

WORK EXPERIENCE

Phi Consulting

(Account Executive And Business Development Representative)

2022-2024 Phi Consulting

- *Excelled in a dual role, serving as both an Account Executive and Sales Development Representative, contributing to the expansion of AtoB Fuel Cards' mid-market segment.*
- *Leveraged a consultative sales approach to identify prospects, generate leads, and nurture relationships through strategic outreach and engagement initiatives.*
- *Positioned AtoB Fuel Cards as the preferred solution provider through compelling presentations and solution demonstrations, effectively addressing client pain points and requirements. Drove the sales cycle from lead generation to closure, consistently meeting and exceeding revenue targets while maintaining a high level of customer satisfaction.*
- *Recognized as a top performer within the organization, receiving accolades for outstanding sales achievements and contributions to team success.*
- *Spearheaded sales initiatives for AtoB Fuel Cards and BOBtail Fuel in the US market, achieving and surpassing sales targets consistently.*
- *Developed and maintained strong relationships with clients, understanding their needs and providing tailored solutions to drive business growth.*
- *Played a pivotal role in securing new business opportunities and expanding market share.*
- *Collaborated closely with cross-functional teams to ensure seamless execution of projects and exceed client expectations.*
- *Provided strategic insights based on market analysis to drive revenue growth and enhance competitive positioning.*
- *Consistently exceeded sales targets as an Account Executive, demonstrating a strong track record of success*
- *Conducted thorough market research to identify emerging trends and opportunities, enhancing the company's competitive edge.*
- *Developed and executed strategic outreach campaigns, including cold calling, email marketing, and social media engagement*
- *Built and maintained strong relationships with key decision-makers, effectively communicating the value proposition of Phi Consulting's services.*
- Utilized CRM software to manage and track sales pipeline, ensuring accurate forecasting and reporting on key performance metrics.

CONTACT

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SKILLS

- B2B Sales & Lead Generation
- CRM Software (e.g., Salesforce, HubSpot)
- Cold Calling & Email Campaigns
- Sales Pipeline Management
- Sales Target Achievement
- Account Management
- Business Development
- Client Relationship Building
- Strategic Planning
- Market Analysis
- Communication and Negotiation Team Collaboration
- Effective Communication & Presentation
- Microsoft Office (Word, Power Point presentations, Excel, Outlook etc.)

EDUCATION

FSC Pre Engineering

MARITAL STATUS

Married

Sprinters Bpo

(Customer sales Representative and Team lead) 2021 -2022 (Sprinters Bpo)

- *Strong check and balance of everything for my team*
- *Everyday need to conduct morning meeting just before the shift starts to keep them updated Work on their product knowledge and train them to achieve their monthly goals*
- *Monitor team if they are doing anything wrong or if they are unable to achieve their daily goals Having a good relation with team in order to maintain shrinkage and attrition*
- *Maintaining team's daily, weekly and monthly stats and revenue*
- *Report all generated revenue on daily basis and report bottom performers to higher authorities to bring things in their notice that who is not up to mark for company to make profit*
- *I do counseling sessions individually and team wise if required*
- *Taking projections from higher management every month and prepare my team mentally and motivates them to achieve milestone every month*
- *Make sure to check their HRMS portal every day to avoid any sort of unfair deduction in their monthly compensation which could have make by technology or by any human error*
- *I update my team on daily basis about their achieved stats and deficit as well. That, this much you have made so far and this much you required to do more to achieve at least 100%*

Outright BPO

(Customer sales Representative and Team lead) 2020-2021 in (Outright)

- *Handling international clients for different verticals e.g Auto Insurances, Mortgages, Health etc*
 - *Fulfills Client leads requirement and training my team accordingly*
 - *Maintaining Excel sheets for and save their data*
 - *Make payroll, finalizes the lists and then send it to Bank for fund transfer*
 - *Maintain attendance, shrinkage and attrition*
 - *I personally look after 2 projects at the moment, Auto Insurance US based and Medicare Sup*
 - *Conduct calibration at the end of every week, plays call recording and let the agents what mistakes they do while been on live calls*
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