

Sha Najeeb Alam

Sales Team Lead

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Focused Team Lead committed to motivating others and offering extensive knowledge penetrating new territories and promoting product lines. Highly effective mentor driven to assess individual and group performance to implement improvements and set goals. Determined individual with background in establishing and nurturing lucrative partnerships. Currently seeking a full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills.

Work History

2019-09 - Current

Sales Team Lead

SilverPeak Global Pvt. Ltd., Bengaluru

- Established clear and competitive goals, growth roadmaps, and strategic business plans.
- Assisted in employee appraisals, promotions and terminations based on performance reviews.
- Handled customer relations issues, enabling quick resolution, and client satisfaction.
- Collaborated with upper management to implement continuous improvements and exceed team goals.
- Met with clients, delivering presentations, and educating on product and service features and offerings.
- Increased profit margins by effectively controlling budget and overhead and optimizing product turns.
- Established and cultivated solid business relationships with new or existing customers.
- Coached and counseled sales personnel, assisting with individual selling efforts and helping sales representatives reach targets.
- Maintained ethical and positive working environment to reduce turnover and promote high retention rates.
- Closed lucrative sales deals using strong negotiation and persuasion skills.

- Maintained relationships with customers and found new ones by identifying needs and offering appropriate services.
- Attended industry shows, conventions, and other meetings with primary mission of expanding market opportunities.
- Identified, hired and trained highly-qualified staff by teaching best practices, procedures, and sales strategies.
- Evaluated performance against goals and implemented appropriate development plans.
- Engaged in product training, demonstrations, consumer awareness, branding, and acquisition initiatives to raise awareness and revenues.
- Coached employees in successful selling methods and encouraged cross-selling to drive revenue.
- Exceeded sales quotas and increased profitability through effective sales strategy and business planning.
- Implemented company policies, technical procedures and standards for preserving integrity and security of data, reports, and access.
- Prepared sales presentations for clients showing success and credibility of products.
- Organized promotional events and interacted with community to increase sales volume.
- Nurturing team member strengths and identifying areas for improvement.

Care for the health, safety and welfare of the Team.

Heard team members' feedback and resolved issues and conflicts.

- Conducted training and mentored team members to promote productivity, accuracy, and commitment to friendly service.
- Established open and professional relationships with team members to achieve quick resolutions for various issues.
- Conducted training and mentored team members to promote productivity and commitment to friendly service.
- Mentored and guided employees to foster proper completion of assigned duties.
- Improved Profitability and developed pipeline leveraging multiple marketing channels and sales strategies.
- Overseeing day-to-day teams' operation and performance.
- Participated in Staff Recruitment and Retention activities.

2018-07-2019-09

Senior Sales Associate

SilverPeak Global Pvt. Ltd., Bengaluru

- Demonstrating Product at customer locations, answering questions and resolving queries to close deals.
- Developed effective business strategies to capitalize on emerging market trends.

- Identifying and Approaching Potential Customers by generating leads, setting appointments and conducting site visits.
- Strengthening Brand Initiatives by coordinating annual events to maximize outreach.
- Assisted in organizing and overseeing assignments to drive operational excellence.

2016-03 - 2016-06 Digital Marketing Manager (Internship)

Influenzer, Bengaluru

- Increased customer engagement through social media.
- Generated Marketing Content such as blogs, promotional materials and advertisements for social media.
- Analyzed competitor pages to locate back-link and keyword opportunities.
- Streamlined marketing calendar and posted new content to coincide with new product and service releases.

2014-04 - 2014-06 Administrative Coordinator (Internship)

NIIT / Bengaluru, Bengaluru

- Strengthened office supply management and maintenance protocols to improve budget adherence.
- Organized all incoming mail's and prepared outgoing mail's
Made Travel Arrangements and Reservations for senior managers.
- Answered and routed Telephone calls to appropriate persons at NIIT.
- Composed Meeting Minutes to provide documentation of meetings.

Skills

Clear and Effective Communication

Decision Making

Team Building

Problem Solving

Emotional Intelligence

Continuous Improvement

Positive and Upbeat

Certifications

Dale Carnegie

Education

- 2016-08 - 2018-05 Master of Business Administration: Sales**
International Academy of Management & Entrepreneurship-Bengaluru
Mysore University
- 2012-07 - 2015-04 Bachelor of Business Administration: International Business Management**
BNM Degree College-Bengaluru
Bangalore University
- 2010-06 - 2023-06 12th Grade: Commerce**
Dayananda Sagar University - Bengaluru
- 2009-06 - 2010-05 10th Grade**
The Oxford English High School - Bengaluru