**Shan Ali**

**Sales Professional/Real Estate/Investments Consultant/Telesales**

**| Language:** English, Hindi & Punjabi, Urdu.

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Sales professional with more than 12 years of progressive experience within diversified industries. Demonstrated expertise in Sales, Marketing, Telesales, Customer Services, new business development, and Brand development. Strategic thinker formulating and executing result-oriented strategies. This entails key market research, detailed economic & market analysis with the application of right quantitative & qualitative tool and people management. Proactive and well-organized team player and strong commitment to work plus excellent communication, negotiation, organizational, problem solving and time management skills. Seeks a more challenging work profile to utilize gained experience and manage.

**Achievements**

* **Sold 18 units and generated $12million through Telesales.**
* **Closed $8million USD directly through Telesales and face to face meetings.**
* **Developed & Launched** Predictive Dialling system at for agents in IRise Solutions which resulted in 130% Sales Target.
* **Developed** a new system for generating sales leads which was implemented across the organization and resulted in a 30% improvement in sales performance.
* **Developed** and maintained expert level product knowledge.
* **Organized** sales team as one of the best team at Touchstone Communications.
* **Led** a team of sales at Touchstone which overachieved sales target by 25%.

**Proven Job Roles**

**Business Development Executive** – **Devere Acuma *March 2020 - February 2021***

* Carry out in-depth Sales call leading to a 70-75% conversion rate to an in-person meeting.
* Actively pursue new business through cold calling, researching leads and having an active social media presence on platforms such as LinkedIn (also using LinkedIn Sales Force), Facebook and multiple Data Mining online tools.
* Act as the primary liaison between the consultant and the client.
* Contribute ideas for marketing and advertisement of new marketing strategies and assist in the development of engaging sales pitches.
* Maintained an in-depth Market Research and Market Knowledge of the upcoming solutions along with regulatory knowledge specializing in the NRI markets.
* Strengthen and maintain current business through constant communication, dependable product delivery, and trustworthy relations.

**Property Wealth Executive – The Frist Group *January 2019 - January 2020***

* Sold 18 units and generated $12million USD through telesales.
* Initiated sales with potential clients over the phone.
* Contacting leads from India, Russia, Pakistan Europe and US to invite clients to Dubai.
* Worked in a versatile market from different countries and nationalities.
* Understanding the client needs and put together a perfect investment option for them.
* Primarily responsible for creating and allocations for private clients.
* Determine client’s appropriate level of risk based on client’s time horizon, risk preferences, return expectation and market conditions.
* Helped and organized the exhibitions in Pakistan to a completely new market.
* Cold calling time to time to reach the expected sales goals.
* Face to face meetings with the clients and closing the sales within the time frame.

**Portfolio Manager/Investment Consultant - Bric Investment Group *January 2017 – October 2018***

* Closed $8million USD directly through telesales and face to face meetings.
* Primarily responsible for creating and managing investment allocations for private clients.
* Determine client's appropriate level of risk based on the client's time horizon, risk preferences, return expectations and market conditions.
* Regular contact with investor clients regarding market conditions, updated investment research and economic trends.
* Calling leads generated through social media and close the deals over the phone.
* Face to face meetings with the clients to demonstrate the company products.
* Closed number of deals over the phone, selling them Real Estate in Florida and Brazil.
* Prospecting the clients and contacting the investors from all over the world.

**Business Development Executive** - **IRise Solutions (UK Based) *November 2015 – December 2016***

* Establishes sales objectives by forecasting and developing annual sales plan for regions and territories.
* Projecting expected sales volume and revenue for existing and new products.
* Accountable for the achievement of targets, revenue, expenses, and other business measurement.
* Periodic review of objectives, targets and plan on weekly, monthly and quarterly basis to make sure everything is as per plan and determine revised targets whenever required.
* Responsible for relationship management, overall management and control of business objectives for which assigned.
* Providing leadership and guidance to staff to ensure that business objectives and client requirements are met.
* Develop business plan, forecast and assessment of risk and opportunities.
* Responsible for development and marketing of Business Process Outsourcing i.e. within the country & international customers.
* Co-ordinate with intra-departmental and extra-departmental teams to ensure that business plans are successfully implemented.

**Client Relationship Analyst** - **MTBC (HealthCare IT Company, US Based) *May 2013– Oct 2015***

* Provide regular updates to medical providers on the progress of customer service projects that directly affect each client (Doctors).
* Develop open and effective channels of communication with each medical provider that can be employed by other departments as well.
* Coordinate internal projects and determine the best utilization of resources to increase medical provider’s satisfaction.
* Become the reliable point of contact for each medical provider that is required to establish a strong business relationship.
* Works directly with patients to provide services and help resolve computing problems.
* Building up client relationship by providing medical providers technical support and technical issue resolution via E-Mail, phone and another electronic medium.
* Configuring and troubleshooting of software on the medical provider’s computers remotely.
* Establishes and maintains relationships with medical providers, monitoring product usage and providing updates to make sure product usage remains high.
* Provide technical training to medical providers in the use of system and applications as related to Software provided by the company.
* Provide general understanding of OS and application operations related to company offered services.

 **Customer Sales Representative** - **Touchstone Communications (US BPO) *October 2010 – April 2013***

* Selling products and services using solid arguments to prospective customers.
* Reach out to customer leads through cold calling.
* Expedite the resolution of customer problems and complaints to maximize satisfaction.
* Achieve agreed upon sales targets and outcomes within schedule.
* Generate and qualify leads through cold calling.
* Train the team to learn the tactics and the tools for effective sales.
* Close sales and meet monthly sales goals in accordance with development plan.
* Attend meetings to learn about new guidelines and services or changes in the current one.
* Auto insurance, Auto warranty, Home Insurance, Nation Star Mortgage, Home security systems.
* Manage large amounts of inbound and outbound calls in a timely manner.
* Identify customers’ needs, clarify information, research every issue and provide solutions and/or alternatives.
* Seize opportunities to up sell products when they arise.

**Customer Sales Representative – Lords Telecom (UK Based BPO) *August 2009 – September 2010***

* British Gas, EON, Southern Electric, NPower, Scottish Power, EDF.
* Duties involved making outbound calls to the local Businesses in the United Kingdom and pitching our product mainly electric and Gas.
* Insure the production of high-quality leads.
* Reading contracts on live calls and closing sales.
* Making sure that the team meets its goal by coming in early and leaving late.
* Teaching and mentoring new Trainees.
* Recognizing and managing assertive customer calls.

**Education**

**A level –** Sheikh Zayed International Academy Islamabad, Pakistan  ***June - 2010***