

# FAIZ ALAM

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ASSISTANT MANAGER, BUSINESS GROWTH

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## CONTACT

+91-9955460662  
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## ACHIEVEMENTS

Member of marketing and sponsorship team of my college main cultural fest KIITFest (6.0)-2019.  
Worked as a coordinator in the film festival of my college KIFF-2017.

## SKILLS

Platform expertise  
Market Analysis  
Business Strategies  
Critical Thinking  
Business Operations  
Problem Solving  
Communication  
Strategic thinking

## EDUCATION

**Kalinga Institute of Industrial Technology** 2017-2021  
B. Tech in Electronics and Instrumentation

**Sri Chaitanya Vidya Niketan, Vishakhapatnam** 2015-2017  
Higher Secondary

## PROFILE

Highly motivated sales professional with a strong background in business development/growth and customer relationship management. Demonstrated expertise in driving revenue growth and fostering client satisfaction. Proven ability to coordinate internal and external stakeholders to achieve business objectives. Expert in delivering exceptional client guidance and advisory support throughout processes, ensuring a seamless customer experience

## EXPERIENCE

**Bharat School E Learning App** Oct 2023 - Current  
*Business Head* - Responsible for ensuring the business strategies and growth according to the market requirement and generating need among the k-12 segment in Bangalore. Built and maintained strong relationships with key clients, understanding their needs and ensuring customer satisfaction. Collaborated with cross-functional teams, including marketing and product development, to align sales strategies with overall business objectives. Addressed client concerns or escalations promptly and proactively, ensuring a high level of customer satisfaction and retention.

**Pigeon Education Technology** Mar 2021 – Sept 2024  
*Assistant Manager* – Led the team of 30 sales professionals, providing guidance, support, and motivation. Set clear performance expectations and goals for each team member, regularly monitoring and evaluating their performance. Conducted regular team meetings, coaching sessions, and performance reviews to drive individual and team growth.  
Sales Developed and implemented sales strategies and plans to achieve sales targets and drive revenue growth. Analyzed market trends, competitor activities, and customer needs to identify new business opportunities and optimized sales approaches.