

# Faizur Rahman

## Business Account Manager

Experienced professional with Background in Account Management/Operations for B2B SAAS domain. Aim's to add value while utilising my skills for the organisation.

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📞 7706946072

📍 Delhi, India

## WORK EXPERIENCE

### Business Account Manager Nobroker Hood technologies

08/2023 - 07/2024

Delhi

#### Achievements/Tasks

- Responsible for identifying the upsell/cross sell opportunities within the existing set of clients.
- Responsible to achieve the up-sell targets from the existing clients.
- To build a rapport with all the clients for the timely clearance of Invoices.
- Align service executives to drive engagement from the accounts.
- Align Service executives to drive maximum output from the adoption drives.

### Service Excutive Nobroker Hood technologies

01/2023 - 07/2023

Delhi

#### Achievements/Tasks

- Responsible for the overall app engagement of the dedicated cluster via multiple activities.
- Responsible for maintaining a good relationship with the all the clients.
- Responsible for creating awareness about the product for maximum app adoption.
- Got promoted to Business account manager on the basis of my performance in the very initial stage.

## EDUCATION

### Master of Business Administration Integral University

06/2018 - 05/2020

Lucknow, India

### Bachelor of Business Administration Integral University

05/2015 - 06/2018

Lucknow, India

## SKILLS

Account Management

Relationship Management

Upsell

Cross Sell

Client Retention

Customer Service

Operations Management

## ACHIEVEMENTS

### Early Promotion

*On the basis of consistent performance, I was the only service executive who was identified for an early promotion for Business Account Manager within 6 months of joining.*

## LANGUAGES

English

Limited Working Proficiency

Hindi

Full Professional Proficiency

## INTERESTS

Travelling

Gaming

Spiritual Learning