

SHABEEH HUSSAIN

Sales Development Expert | Account Executive

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SKILLS AND EXPERTISE:

- o **Sales Strategy:** Lead Generation, Prospecting, Cold Calling, Negotiation.
- o **Client Relations:** CRM Expertise (Salesforce, Hubspot, Salesloft, Hubstaff).
- o **Communication & Engagement:** Active Listening, Verbal & Written Communication.
- o **Sales Enablement:** Sales & Business Development (B2B & B2C), Demonstration Skills.
- o **Team Leadership & Project Management:** Time Management, Problem-Solving, and Teamwork.

PROFESSIONAL EXPERIENCE:

Freight Genie, Remote | Account Executive

September 2024 - Present

- o Leveraged AI-driven solutions to automate lead generation and cold calls, helping freight brokers book meetings with shippers, fueling business growth.
- o Conducted personalized outreach, increasing the number of scheduled appointments per week by 30%, enhancing client interactions.
- o Managed full-cycle sales from lead generation to qualification, achieving a consistent pipeline of new business and helping clients boost operational efficiency.

Key Skills: Cold Calling, Lead Qualification, Outbound Sales, Appointment Scheduling, Product Demonstration.

Motive (formerly KeepTruckin), Remote | Senior Account Executive

July 2023 - June 2024

- o Surpassed sales goals by 200-290%, significantly driving revenue growth through tailored outreach and strategic relationship-building.
- o Utilized the PAINT+BS qualification framework to secure 6+ appointments monthly and maintained a remarkable 74% close rate through effective negotiation.
- o Led cold-calling campaigns, generating 20+ fresh leads per month, contributing to a consistent sales pipeline and continued customer engagement.

Key Skills: Lead Qualification, Appointment Scheduling, Outbound Sales, Cold Calling, Product Demonstration.

IBEX Global Pvt. Ltd. (Walmart), Pakistan | Customer Support Specialist

January 2023 - March 2023

- o Managed high-volume customer service requests, ensuring quick resolutions for returns, refunds, delays, and replacements, leading to high customer satisfaction.
- o Achieved and consistently maintained CSAT scores between 98-100%, demonstrating excellence in customer care and proactive issue resolution.

Key Skills: Customer Support, Issue Resolution, CSAT Management.

Mindbridge Pvt. Ltd. (Podium), Pakistan | Business Development Representative

August 2021 - May 2022

- o Initiated 100+ cold calls weekly, generating an average of 7 qualified leads and 3 appointments with decision-makers each week.
- o Played a pivotal role in increasing lead-to-demo conversion by 75% through strong communication and effective follow-up strategies.
- o Contributed to a 20% Closed Won deal conversion rate by fostering long-term client relationships and customizing solutions.

Key Skills: Appointment Scheduling, Lead Qualification, Cold Calling, Product Demonstration.

Mindbridge Pvt. Ltd. (Revolut UK), Pakistan | Customer Support Specialist

May 2021 - August 2021

- o Delivered exceptional account management and billing support, maintaining 95-98% CSAT scores and promoting customer loyalty.
- o Contributed to a 10% increase in client retention by resolving inquiries quickly and maintaining high service standards.

Key Skills: Customer Support, Account Management, Client Retention.

Digital Globe Services, Inc. (DGS), Pakistan | Sales Executive

November 2019 - February 2021

- o Managed inbound calls for Spectrum services, achieving a 60% upsell and cross-sell rate, significantly increasing average revenue per customer.
- o Resolved customer concerns effectively, maintaining a high level of service quality and contributing to customer retention.

Key Skills: Business Development, Lead Qualification, Customer Support.

Round 1 Solutions, Pakistan | Senior Customer Sales Representative & Subject Matter Expert

January 2017 - January 2019

- o Conducted 80-100 cold calls daily using the BANT framework to qualify leads, contributing to a 60% increase in scheduled appointments.

- o Drove a 25% monthly increase in sales revenue through effective follow-ups and targeted lead engagement.
- o Contributed £79,580 in sales revenue, achieving strong results through consistent effort and relationship-building.

Key Skills: Lead Qualification, Cold Calling, Sales Revenue Growth, Appointment Scheduling.

LEADERSHIP EXPERIENCE:

C2C Logistics, Remote | Business Development Manager

December 2022 - June 2023

- o Managed a team of 20 dispatchers, driving 150+ daily prospecting calls to carriers, successfully building a substantial book of business.
- o Trained and mentored team members, improving task efficiency and client satisfaction by 20%, optimizing performance across the team.
- o Collaborated with third-party brokers to schedule loads, ensuring smooth logistics operations and client satisfaction.

Key Skills: Cold Calling, Outbound Sales, Team Leadership, Client Relations.

Round 1 Solutions, Pakistan | Associate Sales Manager

February 2019 - August 2019

- o Supervised sales team operations, ensuring seamless lead transitions and appointment setting, resulting in a 20% increase in team conversion rates.
- o Led strategic meetings that facilitated deal closures and set clear performance benchmarks, driving overall team success and efficiency.

Key Skills: Sales Leadership, Team Management, Strategic Planning, Performance Optimization.

EDUCATION:

A.C.C.A. (Part-Qualified) | Oxford Brookes University

Intermediate in Computer Science | Concordia Group of Colleges

Certification in Web Development | Arfa Software Technology Park

LANGUAGES:

English | Bilingual Proficiency - **Urdu** | Native Proficiency