

## AFSHAN GHULAM RASOOL

Najma near all day super market •Doha• Phone • 0974-50834797 • E-Mail:afshanghulamrasool@gmail.com

---

### Business Development Profesional

Dynamic and results-driven Business Development Professional with 13 years of proven experience in driving revenue growth, building strategic partnerships, and expanding market presence. Adept at identifying new business opportunities, developing client-focused solutions, and leading high-impact negotiations. Skilled in market analysis, relationship management, and crafting tailored strategies to achieve organizational objectives. Known for exceptional communication and leadership abilities, with a strong track record of meeting and exceeding sales targets. A proactive team player who thrives in fast-paced environments, delivering measurable outcomes while fostering long-term client relationships.

#### Areas of Expertise

- Relationship Management
- Project Participation
- Negotiation&Conflict Resolution
- Problem solving & analytical skill
- Sales Management
- Team Building
- Adaptability
- Performance Management
- Cross-Functional Collaboration

---

### EDUCATION

Bachelor in Arts |Punjab University 2009-2011

---

### EXPERIENCE HIGHLIGHTS

#### Project Coordinator at Khudi vantures pvt ltd November 2024 till now

As a Projectproject coordinator i was responsible for overseeing and managing all aspects of a project from initiation to completion. This includes coordinating teams, setting timelines, monitoring progress, ensuring quality, and managing budgets.

#### Key Responsibilities:

- Lead, guide, and motivate project team members to ensure successful delivery.
- Act as the point of contact between internal teams and external clients/vendors
- Develop and maintain detailed project documentation (e.g., project schedules, risk management plans, status reports
- Manage project budgets, ensuring projects are completed on time and within budget.

#### Senior sales coordinator at Yugo.Pk –May 2023-October 2024

Play a key role in maintaining customer satisfaction, resolving escalated issues, and implementing strategies to improve



Edit with WPS Office

overall customer support processes.

**Key Responsibilities:**

- Handle escalated customer enquiries and complaints, providing timely and effective resolutions.
- Monitor team performance and provide regular performance feedback.
- Liaise between clients, internal departments (documentation, case managers), and external agencies to ensure smooth processing. Maintain accurate records and documentation of customer interactions and transactions.
- Motivate the team to achieve individual and collective targets.

**ASSISTANT SALES MANAGER AT ROZEE.PK 2018 –March 2023**

**Customer Service & Sales Professional**

Achieve growth and hit sales targets by successfully managing the sales team. Design and implement a business plan to expand the customer base of the company and ensure its strong presence

***Key Accomplishments:***

- Own recruiting, objectives setting, coaching, and performance monitoring of sales representatives
- Build and promote long-lasting customer relationships by partnering with them and understanding their needs
- Present sales, revenue, and expenses reports and realistic forecasts to the management team
- Strong understanding of sale strategies, goal setting and performance management.

***PRIOR EXPERIENCE:***

- ~ ***TRAVEL COUNSLOR. AIR BLUE 2017- 2017***
- ~ ***SALES COORDINATOR • TRAVEL CHANNEL INTERNATIONAL PVT LTD • 2015- 2017***
- ~ ***CUSTOMER SERVICES REPRESENTATIVE • PTCL • 2012-2015***

