



Ameerah Lyn Alinsod

AMEERAH LYN ALINSOD

Business Development Manager

I am experienced in both sales and marketing management. With a track record of driving revenue growth and building strong client relationships, I am able to lead cross-functional teams to achieve success. My strategic thinking, exceptional communication skills, and knowledge of digital marketing and social media best practices enable me to stay ahead of industry trends and identify new opportunities for business growth.

CONTACT

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📍 Dubai

EXPERTISE

- Customer Relationship Management
- Product Management
- Analytical Skills
- Business Development
- Communication
- Marketing Strategy
- Team Leadership

EDUCATION

Business Management

University of Perpetual Help
System 2015 - 2017

High School

Far Eastern Private School
2011 - 2015

WORK EXPERIENCE

BUSINESS DEVELOPMENT MANAGER 2022 - Present K4 Technical Services LLC

- Develop and execute sales and marketing strategies to drive revenue growth for the company.
- Lead the sales team to achieve sales targets and develop new business opportunities.
- Oversee the marketing team in creating and implementing effective campaigns to generate leads and build brand awareness.
- Conduct market research to identify new opportunities for business growth.
- Build and maintain strong relationships with clients, partners, and stakeholders.
- Monitor and analyze sales and marketing performance metrics to identify areas of improvement and implement necessary changes.
- Manage the sales and marketing budget, ensuring maximum return on investment.
- Stay up-to-date with industry trends and best practices to maintain a competitive edge.

CLIENT SERVICES EXECUTIVE 2021 - 2022 K4 Technical Services LLC

- Managed a huge portfolio of Holiday Home companies, ensuring excellent services in achieving a common goal.
- Built partnerships & foster existing relationships with technical and professional aspects.
- Identified and fully understand the client's business objectives, organization, drivers, challenges, priorities, and needs.
- Performed competitor analysis.
- Accountable for enhancing the client relationship and growing gross margin income in line with the client account growth strategy.
- Drove department sales to over 700% by maintaining a good relationship with current key clients, leading to more sales and referrals through effective lead generation.
- Responsible for understanding customers' KPIs and becoming a trusted account manager and educator to enable clients to realize the full potential of our services.

WORK EXPERIENCE

SALES EXECUTIVE

2020 - 2021

Virgin Megastore

- Created, developed, and enhanced relationships with new and existing customers.
- Responsible for serving customers on the shop floor and answering their needs promptly to ensure high customer satisfaction and achieve optimum sales results.
- Provided exceptional customer service by performing up-selling, cross-selling, suggesting alternatives, and following up on customers' requests.
- Met and exceeded agreed targets set in relation to department revenue.
- Understood and applied knowledge and techniques to market and sell products.
- Demonstrated commitment to meeting and understanding customer needs, acting with customers in mind, and valuing the importance of providing excellent customer service.
- Provided feedback to the store manager on customer needs, product performance, and merchandising.
- Promoted Virgin Megastore's brand and encouraged customers to sign up for a loyalty program.

SENIOR AGENT

2019 - 2020

T-Mobile

- Handled complex customer issues and provided exceptional service, ensuring customer satisfaction.
- Took ownership of customer issues and worked with different teams to provide solutions.
- Provided guidance and mentorship to junior team members, helping them to develop their skills.
- Monitored team performance and provided feedback to management to drive improvement.
- Analyzed customer data and provide insights to improve processes and customer satisfaction.
- Continuously improved product knowledge and customer service skills to better serve our customers.
- Worked collaboratively with cross-functional teams to meet company goals.

ACCOUNT MANAGER

2018 - 2019

Blackboard

- Built and maintained strong relationships with customers, serving as the primary point of contact for all account-related inquiries.
- Collaborated with cross-functional teams to identify customer needs, provide solutions, and ensure customer satisfaction. Conducted regular account reviews to identify growth opportunities, upsell products and services, and drive revenue growth.
- Developed and executed account plans to achieve revenue targets and increase customer retention.
- Served as a subject matter expert on the Blackboard Learning Management System and its features, providing customer training and guidance as needed.
- Ensured timely and accurate reporting of account activity, pipeline, and forecasts to management.