

# AHMED RAZA

Riffa Southern, Bahrain | ar6617953@gmail.com | +973-3919-4324 | LinkedIn/ahmed-raza0315



## EDUCATION

Iqra University | Bachelor of Business Administration- BBA

Karachi, Sindh | 2018-2022

DHA College for Men | Intermediate | Pre-Engineering

Karachi, Sindh | 2016-2017

## SKILLS

- Software Tools:** CRM, ERP, Business Automation Platform, MS Excel. **Technical skills:** Strong
- Management principles:** Technical Customer Support, Project Management, Business Process Expertise & Software Testing Specialist **Management proficiency:** Strong
- Organizational Skills** Detailed oriented, Strong time management, Ability to work independently. **Organizational proficiency:** Strong
- Communication:** Written and Oral communication: English **Language proficiency:** Strong

## EXPERIENCE

AL RIFFA SMART ELECTRONICS W.L.L | Sales Executive/Development Bahrain, East Riffa | April 2024 - Present

- Maintain accurate and up-to-date records of sales activities, customer interactions, and transactions in the CRM system.
- Prepare sales reports and forecasts for management review.
- Implemented new Software to look over the sales and managerial task.

BitAffix | Customer Success – Team Lead

Karachi, Sindh | Sept 2022- March 2024

- Develop and implement strategies to drive customer satisfaction, retention, and loyalty.
- Collaborate with cross-functional teams, including sales, marketing, and product development, to ensure alignment on customer needs and objectives.

- Establish and maintain strong relationships with key customers, serving as their primary point of contact for escalations and issue resolution.
- Successfully presented product at various IT exhibitions, effectively highlighting its features and benefits to diverse audiences, enhancing brand visibility and engagement.

| Business Development Executive

- Identify and research potential clients and markets to develop new business opportunities.
- Build and maintain strong, long-lasting client relationships through regular communication and meetings.
- Collaborate with internal teams to develop customized solutions that meet client needs.
- Prepare and deliver presentations to clients and stakeholders.
- Develop and maintain detailed knowledge of products and services, competitive landscape to effectively support customers.

**Bokwang Pakistan** | Business Developer Intern

Karachi, Sindh | Nov 2021- Feb 2022

- Facilitate communication among project team members, stakeholders, and other relevant parties.
- Provide administrative support to project managers and team members as needed.
- Assist in project planning activities, including gathering requirements, creating project plans, and developing schedules.

**E-Commerce Gateway Pvt Ltd** | Virtual Assistant

Karachi, Sindh | Mar 2021-Sept 2021

- Process orders, including order confirmation, invoicing, and shipment tracking.
- Document processes, procedures, and configurations related to e-commerce payment gateway management for reference and training purposes.
- Create and distribute meeting agendas, presentations, and other materials to participants in advance.
- Introduce speakers, moderate panel discussions, and facilitate Q&A sessions during virtual meetings.
- Collect feedback from participants and stakeholders to evaluate the effectiveness of virtual meetings and identify areas for improvement.
- Facilitate virtual meetings, guiding discussions, managing time, and encouraging active participation from attendees.

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**INTERESTS**

- Traveling
- Cricket
- Watching Movies.

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**OTHERS**

- Valid Bahrain Driving License.