



MUHAMAD SAFUAN BIN YOSRA

Current Employment: Sales Manager

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LinkedIn: <https://www.linkedin.com/in/muhamad-safuan-6b1aa9134/>

Expected Salary: MYR 8,000 | Preferred Work Location: Klang Valley

SUMMARY/OBJECTIVE

A highly motivated and results-driven Sales Manager, I offer a comprehensive background in crafting and executing strategic business plans, adeptly engaging with targeted customers, and consistently exceeding sales goals. My wealth of experience spans both the dynamic solar energy and ICT industries, where I have demonstrated proficiency in coordinating and supporting sales teams. Holding a Diploma in Business Administration from International Islamic College, I leverage platforms such as Salesforce, Cisco CCW, and SAP systems to optimize sales processes. My analytical skills are evident in my ability to conduct data-driven sales analysis, contributing to informed decision-making.

My expertise extends beyond conventional sales responsibilities, encompassing key account management, successful negotiation of discounts, and implementing effective pricing strategies to maximize profitability. Renowned for my independence, multitasking abilities, and collaborative approach with cross-functional teams, I have consistently proven to be a valuable asset in achieving positive business outcomes. As I embark on new professional opportunities, I am excited to bring my diverse skill set and industry acumen to a dynamic work environment. My dedication to excellence, coupled with my track record of surpassing sales targets, will contribute significantly to the success of any team.

WORK EXPERIENCE

Sales Manager

December 2018 - Present

Solarite Sdn Bhd

Basic Salary: RM 5,750

- Carried two Business target from company that is Solar Solution and Smart Cellular Booster Solution.
- Crafting strategic business plans to guide our sales and revenue efforts.
- Engaging with targeted customers to introduce and discuss our solar products and smart cellular booster solution.
- Monitoring sales goals closely and providing timely reports.
- Exploring new opportunities to promote solar products, particularly through project-based initiatives.
- Maintaining strong relationships with both new and existing customers.
- Following up with customers after sales to ensure satisfaction.
- Presenting the benefits of Solar Products and Smart Cellular Booster Solution to potential customers.
- Preparing documentation, including proposals, quotations, and tender documents.
- Managing the after-sales process to guarantee a positive customer experience.
- Overseeing projects to ensure they are completed on time and within budget.

Achievements:

- Successfully brought in key corporate accounts, including Desa Park City, Gamuda, FGV and KLK, resulting in substantial business growth.
- Implemented key account strategies that boosted sales revenue by 20%.
- Expanded customer base from PBT accounts like MBPJ, MPK, MPAJ, and MDK.
- Maintained consistent sales volumes, product mixes, and prices by staying informed about market trends.
- Surpassed company sales targets consistently and be a top contributor on achieving target ranging from 100% to 150%.

ICT Quoting Specialist**January 2018 - December 2018**

Global Enterprise International Malaysia (A Member of Singtel Group)

Salary: RM 4,300

- Collaborated with the onshore Optus Network sales team and Australian-based customers, assisting them with their requests.
- Engaged with vendors to obtain pricing information and generated quotations for requestors.
- Utilized Cisco CCW as the primary tool for configurations and pricing.
- Processed customer orders through SAP, actively monitored ETAs and managed RMAs and material creations.

Achievements:

- Applied analytical skills to analyze pricing and negotiate discounts from Principals, thereby securing favourable margins for the sales team.
- Established a proven track record of delivering excellent customer service and fostering strong relationships with the onshore team.
- Demonstrated the ability to work collaboratively with cross-functional teams, contributing to achieving common goals.

Field Sale Coordinator (Regional)**June 2015 - December 2017**

Brocade

Salary: RM 3,800

- Assisted the sales team by managing schedules and following up on sales quotations.
- Supported the sales team in tracking and expediting purchase orders from distributors and partners.
- Generated approved quotes using Sales Force (SFDC).
- Collaborated with the channel team to streamline commission processes for Sales Representatives.
- Facilitated communication between various departments to ensure seamless support for sales activities and documentation.
- Conducted sales reporting and analysis to contribute to data-driven decision-making.
- Supported the marketing team in organizing distributor/partner/reseller events and customer training.
- Acted as a liaison with partners/distributors for Deal Registration Accounts.
- Worked closely with the channel team to address inquiries from distributors/partners/resellers.

Achievements:

- Recognized with an award for "Best Team Player" by the Country Manager in appreciation of outstanding support to the sales team.
- Demonstrated high independence and multitasking ability in supporting the Southeast Asia (SEA) Sales Team.
- Maintained prompt and effective responses to inquiries in a timely manner.

EDUCATION

Diploma in Business Administration**2011 - 2013**

International Islamic College (IIC) | CGPA: 3.70

Involvements:

- Representative of IIC at the "Peace of World" Student Convention at PWTC organized by NGO Malaysia.
- Representative of IIC in the Futsal Tournament at IPTIM Sports Carnival.

SKILLS & HIGHLIGHTS

- Fluent in Bahasa Malaysia with native or bilingual proficiency.
- Demonstrate professional working proficiency in English.
- Scored 33/40 on the Jobstreet English Language Assessment (JELA).
- Proficient in navigating Microsoft Office Suites, including Word, Excel, and PowerPoint.
- Familiar with Salesforce.Com (SFDC), Cisco CCW, and SAP System.
- Expertise in Sales Management and Coordinating and Support.
- Strong background in Sales and Marketing.
- Effective in Customer Handling.

REFERENCES

Mohd Fahmi Omar

Team Leader

Global Enterprise International Malaysia

(A Member of Singtel Group)

+6012-785 9600

Akmal Hakiem Mohd Nor

Technical Manager

Solarite Sdn Bhd

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