



Samantha Tan

Business Development Manager

Kuala Lumpur, Malaysia
+60124968153 · heartsbabe@gmail.com

Skills

Communication	██████████
Customer Service	██████████
Fast Learner	██████████
Adaptability	██████████
Microsoft Excel	██████████
Microsoft Office	██████████
Project Management	██████████
Communication Skills	██████████
Business Development	██████████
Strategic Planning	██████████
Relationship Building	██████████
Market Analysis	██████████
Client Satisfaction	██████████

Languages

English	██████████
Cantonese	██████████
Chinese	██████████
Malay	██████████
Hokkien	██████████

Profile

As a Business Development Manager with extensive experience and a proven track record of success, I have consistently exceeded targets and driven substantial growth for organizations. With expertise in formulating and executing strategic business initiatives, I have consistently delivered measurable results that align with corporate objectives. I have a deep understanding of market dynamics and have cultivated strong client relationships, resulting in increased revenue and market share. I am skilled in conducting market analysis and research to identify new business opportunities and emerging trends. My dedication to customer satisfaction and retention has resulted in a high client retention rate. Moving forward, I aim to become an industry expert by publishing articles and participating in industry associations. I also plan to acquire new skills and certifications to enhance my expertise and marketability. My ultimate goal is to advance to a leadership role within the organization or industry.

Employment History

Business Development Manager, MEP Enviro Technology

June 2019

- Market Penetration and Growth:** Spearheaded market penetration initiatives that expanded the company's footprint into new regions or sectors within the waste management industry, resulting in significant revenue growth and market share increase.
- Strategic Partnerships and Alliances:** Established strategic partnerships and alliances with waste generators, municipalities, recycling facilities, and other stakeholders to enhance service offerings, increase operational efficiency, and drive mutual business growth.
- New Business Acquisition:** Led successful efforts to acquire new business accounts and contracts through targeted prospecting, needs analysis, proposal development, and contract negotiation, resulting in a robust and diversified client portfolio.
- Client Relationship Management:** Cultivated strong relationships with key clients and decision-makers in the waste management industry, earning their trust and loyalty through proactive communication, attentive service, and effective problem-solving.
- Customized Solutions Development:** Collaborated with clients to understand their unique waste management challenges and requirements, developing tailored solutions that optimized waste diversion, recycling, and sustainability initiatives while maximizing cost savings.

6. **Regulatory Compliance and Sustainability:** Stayed abreast of evolving regulations and industry trends related to waste management, ensuring compliance with environmental standards and offering innovative solutions to promote sustainability and circular economy practices.

Project Executive, Whistle & Thumb Sdn Bhd, Kuala Lumpur

February 2018 — May 2019

Implementation of sales, strategy and management, handle existing client, after sales service, dealing with clients from various nationalities, handling and control vendors independently, plan and coordinate in set up and dismantle, preparation work before show and travel to site for project monitoring.

Education

Mass communication, Segi University

Courses

ISO 9001:2015 Quality Management System, Alison

July 2021 — July 2021

ISO 14001:2015 Environmental Management Systems, Alison

July 2021 — July 2021

Certified Environmental Profesional In Scheduled Waste Management (CePSWaM), (CePSWaM)

October 2022 — October 2022