



## HAZIM BIN ZAMANI

### PROFILE

Experienced Sales Development Manager with a strong track record of driving revenue growth and operational efficiency in the IT and logistics sectors. Specializing in B2B markets across APAC and Europe, I leverage data-driven insights to consistently exceed sales targets, optimize sales cycles, and cultivate lasting client relationships. Recognized for my leadership skills, I excel at leading high-performance teams, implementing customized solutions, and successfully managing complex projects. With a keen ability to analyze market trends, streamline operations, and develop impactful strategies, I have a proven track record of maximizing profitability and driving business expansion.

### PERSONAL PARTICULAR

Address: 40, Jalan USJ 4/2, Subang Jaya Selangor, Malaysia.

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## WORK EXPERIENCE

### SALES DEVELOPMENT SPECIALIST, CONCENTRIX MALAYSIA-MICROSOFT PROGRAM

FEBRUARY 2024-PRESENT

- Managed the end-to-end sales cycle, from lead generation and qualification to solution presentation, negotiation, and deal closure, ensuring seamless customer experiences and maximizing revenue growth.
- Drove cloud adoption across SMEs and large organizations in the APAC region by aligning Microsoft cloud solutions with business objectives, leading to enhanced operational efficiency and cost savings.
- Achieved 40% growth in cloud solution adoption by engaging with C-level executives, identifying business challenges, and delivering tailored Microsoft solutions, including Microsoft 365, Azure, and Dynamics 365.
- Generated a qualified pipeline worth \$500,000 by implementing strategic lead qualification frameworks, leveraging the BANT methodology to assess budget, authority, need, and timeline.
- Optimized customer onboarding by streamlining product setup, implementation, and licensing, accelerating time-to-value and ensuring a frictionless transition to Microsoft cloud platforms.
- Collaborated cross-functionally with technical, partner, and customer success teams to deliver customized solutions, ensuring timely support and driving higher client satisfaction.
- Leveraged data-driven insights to enhance outreach strategies, improving prospect conversion rates by 20% through targeted engagement campaigns and lead nurturing initiatives.

## SKILLS

### TECHNICAL SKILLS

- Integrated ERP Systems
- CRM System
- Google Workspace (G-Suite)
- Microsoft 365 applications
- AI-powered tools

### SOFT SKILLS

- Thought Leadership
- Excellent Interpersonal & Communication Skills
- Analytical Mind, Problem Solving & Critical Thinking
- Teamwork

## LANGUAGE

### Speaking & Writing Proficiency

Bahasa Malaysia (advanced),  
English(advanced)

## MISCELLANEOUS

- Current Salary: RM5000
- Expected Salary: RM7000
- Willing to Travel: Yes

## REFERENCES

- Mr Thomas Yeap  
Business Development Director  
Apping Technology Sdn Bd  
Phone No: +60129693923
- Mr Firdaus  
Customer Service Professional  
Telekom Malaysia Bhd  
Phone No: +601133412663

## SALES DEVELOPMENT MANAGER, APPING TECHNOLOGY SDN BHD

MAY 2023- FEBRUARY 2024

### Sales Development

- Proactively prospecting new business opportunities within B2B sectors across APAC and Europe, utilizing multiple online and offline channels, results in exceeding sales qualified leads (SQLs) generation targets by 25% through collaborative of marketing and sales strategies.
- Contributed to a 20% increase in sales revenue by securing 5 sales meetings weekly, conducting effective demos and presentations, preparing tailored business proposals and negotiating service agreements for ERP, BPO, and AI-technology solutions that aligned with clients' needs.

### Account Management

- Facilitating client onboarding activities, addressing client challenges, and developing tailored solutions that meet client expectations, resulted in a substantial 40% increase in new client acquisition and client retention rates.

### B2G Sales Management

- Successfully managed the B2G (Business-to-Government) sales process, including involved in the discussions with the contracting authority to understand their general expectations and the scope of work, prepared proposals aligned with technical requirements and service specifications, resulting in the implementation of a multi-million-ringgit ERP system for government agencies in Malaysia.

### Team Leadership

- Exceeded quarterly sales targets by achieving a 25% increase, through effective management and mentoring of a team of 5 sales development executives. I equipped them with necessary product knowledge and provided regular sales training, thereby honing their lead qualification skills.

### Sales Performance Analysis

- Implemented data-driven strategies derived from CRM insights, resulting in a noticeable reduction in the sales cycle duration and a significant 30% increase in conversion rates.

- Provide a weekly sales performance report to the Managing Director to provide updates on the progress of potential deals within the sales pipeline.

## **SENIOR OPERATION EXECUTIVE, UPARCEL SDN BHD**

JUNE 2018- APRIL 2023

### **Business Development & Account Management**

- Spearheaded B2B market research and identifying new business opportunities via multiple online channels, collaborating with the Sales Director to develop and execute targeted marketing and sales strategies, which led to 40% increase in new client acquisition and a 20% rise in sales revenue.
- Cultivated relationships with new and existing B2B clients by proactively managing client onboarding activities, boosting conversion and retention rates by 30%.
- Prepared service contract and negotiated service pricing aligned with client's business objectives, resulting in a 15% growth in contract renewals.

### **Business Operation Management**

- Successfully managed 7 high-priority projects concurrently, hosting project kick-off meetings and effectively coordinating 100 delivery orders per day by assigning 10-20 delivery agents for each project. This was achieved through seamless collaboration with cross-functional teams, resulting in a notable 30% enhancement in service efficiency. As a direct outcome, client satisfaction increased by 40%, significantly contributing to a 20% reduction in churn rate.
- Analysed key metrics and provided monthly reports to internal stakeholders, enhancing insights into Malaysia's business performance.

### **Customer Relationship Management**

- Acted as the primary point of contact for customer inquiries, collaborating with cross-functional teams to enhance customer experience.
- Analysed customer data relating to customer preferences pertaining to the delivery types, reason of cancel & return orders to optimize resources and meet customer expectations effectively.

- Managed 1000 active delivery agents, monitoring performance in handling delivery tasks and conducting regular training session for delivery agents to ensure top-quality delivery service.
- Presented a weekly sales performance report to the Managing Director to provide updates on the progress of potential deals within the sales pipeline.

## **CUSTOMER SERVICE PROFESSIONAL, TELEKOM MALAYSIA BERHAD**

MARCH 2017- MAY 2018

- Managed over 100 daily inbound and outbound calls addressing Unifi internet service subscriptions, network outages, and maintenance scheduling.
- Achieved resolution of customer inquiries, consistently meeting or exceeding service expectations.
- Participated in ongoing customer service training, enhancing skills and knowledge for quality service delivery.
- Collaborated with unit leaders to optimize call time and volume, consistently meeting service targets.

## **EDUCATION**

**Bachelor in Mathematical Science (Hons) (Major in Financial Mathematics, Minor in Business Administration, 2012-2016**

International Islamic University Malaysia (IIUM)

Graduated with CGPA 3.32

## **SIJIL PELAJARAN MALAYSIA (O LEVELS EQUIVALENT)**

SMK USJ 4

Graduated with 5A,4B and IC