

# CH HAIDER RIAZ KHAN

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**Date of Birth:** 29/04/2000

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## Professional Summary

Dynamic Business Development Executive with over 3 years of experience in account management, client relationship management, and B2B sales within the IT industry. Skilled in preparing financial reports, invoices, and corporate presentations. Proven ability to build strong client relationships, generate new business opportunities, and contribute to achieving sales goals. Adept at working with international clients and well-versed in the software project management lifecycle.

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## Education:

2016

O'Levels (Science Group)

DHA Senior School for Boys Excellence Campus, Lahore

2018

ICS (Intermediate Computer Science)

PGC (Punjab Group of Colleges), Lahore

2020

Diploma in CCNA, CCNP, CCNA (Security)

Corvit Systems - IT Institute. Lahore

2021

Diploma in HCNA, HCNP

KICS, Al-Khawarizmi Institute of Computer Science, Lahore

2022

BSCS (Bachelor of Computer Science)

UMT (University of Management and Technology)

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## Technical Skills

- Proficient in HTML, CSS, WordPress, Canva, SEO, Social Media Marketing, and Shopify.
- Skilled in Slack, Discord, Office 365, PDFs, Google Workspace, Zendesk, Live Chat platforms, and Remote Desktop Assistance.

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## Soft Skills

- Excellent communication, multitasking, empathy, problem-solving, adaptability, team collaboration, and creativity.

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## Languages

- Fluent in English (spoken and written)
- Native Urdu speaker

## **Work Experience**

### **Lead Generation Agent**

*ibex DGS* (Feb 2024 - May 2024)

- Generated leads for international clients, maintaining high standards in client connections.
- Utilized structured sales methodologies to qualify and advance leads, contributing to business growth.
- Demonstrated strong communication and negotiation skills in closing deals.

### **Social Media and Customer Support Manager**

*Halal Cooco's Den* (NYC, US, Remote) (2018 - 2021)

- Managed social media, email communication, website maintenance, marketing, and customer support.
- Increased online engagement and customer satisfaction through strategic social media campaigns and responsive support.

### **Business Manager**

*UTMOST GENERAL CONTRACTING INC. NYC, US* (Nov 2022 - July 2023)

- Managed business-related tasks including client relations, proposal finalizations, and documentation.
- Developed and executed sales strategies, negotiated contracts, and ensured smooth client handovers to the delivery team.
- Successfully closed high-value contracts, contributing to significant business growth.

### **Customer Support Executive**

*Easy Homes* (2016 - 2017)

- Managed inbound calls, providing exceptional customer support and improving customer satisfaction rates.
- Utilized creative problem-solving to address customer inquiries effectively.

### **Customer Support Executive**

*Eco Energy Services* (June 2023 - December 2023)

- Handled outbound calls, gathering and processing client data efficiently.
- Provided email and chat support, resolving customer inquiries promptly.

### **Freelancer**

(2018 - 2021)

- Completed projects including draizaytariq.com, Utmostny.com, and halalcoocos.com.
  - Provided social media marketing, SEO, web maintenance, and design services.
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## Key Highlights

- **Client Relationship Management:** Successfully managed client relationships, resulting in new business opportunities and enhanced customer satisfaction.
  - **Financial Acumen:** Proficient in preparing accruals, cash flow statements, projection reports, invoices, and quotations.
  - **Presentation Skills:** Experienced in creating compelling slide decks for client-facing meetings and presentations.
  - **B2B Sales Expertise:** Strong background in B2B sales with a focus on achieving annual sales goals and regional business development initiatives.
  - **IT Industry Knowledge:** Well-versed in the IT industry and software project management lifecycle, ensuring a deep understanding of client needs and project requirements.
  - **International Client Experience:** Demonstrated success in dealing with international clients, understanding their unique challenges, and providing tailored solutions.
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## Additional Information

### Client-Centric Approach

- Committed to building and maintaining strong client relationships, ensuring that customer needs are met and exceeded.

### Continuous Improvement

- Dedicated to continuous learning and improvement, consistently seeking opportunities to enhance skills and contribute to company growth.

### International Experience

- Successfully managed and worked with international clients, providing solutions tailored to their specific needs and challenges.
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## Detailed Experience

### Business Development Executive - ibex DGS

- **Role Fit:** As a Business Development Executive at NETSOL, I will leverage my experience in building client relationships, generating new business opportunities, and preparing financial reports to drive growth and achieve sales targets.
- **Financial Acumen:** My ability to prepare accruals, cash flow statements, and projection reports aligns with NETSOL's need for accurate financial forecasting and invoicing.

### Account Manager - Utmost General Contracting Inc.

- **Client Relationship Management:** Demonstrated strong client relationship management skills, resulting in repeat business and successful project acquisitions. This experience is crucial for maintaining and expanding NETSOL's client base.

- Sales and Marketing Support: Played a key role in preparing bid documents, RFPs, and RFQs, which directly contributed to successful project wins—skills that will support NETSOL's business development initiatives.

### **Social Media and Customer Support Manager - Halal Cooco's Den**

- Client Engagement: Managed client communications and social media interactions, ensuring high levels of customer satisfaction. This experience in customer engagement will be valuable in maintaining strong client relationships at NETSOL. (Continued)

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### **Why I Stand Out**

**Extensive Experience:** Over 3 years of experience in business development, account management, and client relationship management within the IT industry, making me well-equipped to drive growth at NETSOL.

**Strong Communication Skills:** Excellent verbal and written communication skills, essential for engaging effectively with international clients and delivering compelling presentations.

**Financial Acumen:** Proficient in MS Office, particularly MS Excel and MS Word, allowing me to manage and analyze financial data efficiently, supporting accurate financial reporting and invoicing at NETSOL.

**Problem-Solving and Critical Thinking:** Skilled in critical thinking and problem-solving, enabling me to handle complex client issues, prepare accurate projections, and contribute to strategic decision-making.

**Adaptability and Continuous Learning:** Committed to staying up-to-date with industry trends and changes, ensuring that I am always prepared to provide the best support and insights to clients.

**Client-Centric Approach:** My ability to build strong, long-lasting relationships with clients ensures high levels of customer satisfaction and repeat business, which is crucial for NETSOL's continued success.

**Positive Attitude and Team Collaboration:** A strong foundation in teamwork and a positive, proactive approach to challenges, making me an effective contributor to NETSOL's business development team.

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