



+971 5830 18764

salman.hameed1984@gmail.com

SUMMARY

To pursue a career in a dynamic organization which provides me an excellent work experience, character building, development of managerial and technical skills in a highly competitive and professional environment, so I can use my skills and grow professionally. Detailed Manager effective at creating positive environments where employees can thrive and succeed. Reliable and aware of direct competitors and strategies. Looking for new management role where hard work and dedication will be highly valued.

SKILLS

- Business strategy.
- Team Leadership.
- Team motivation.
- Project Management.
- Contract development and management.
- Customer-facing leadership.
- Staff recruitment.
- Issue Resolution.
- Customer rapport.
- Staff mentoring.
- Brand management.
- Target implementation.
- Opportunities identification and creation.
- Key accounts and territory

Chaudhary Salman Hameed

EXPERIENCE

October 2024 – Present

Business Development Manager, Steps Trading FZE. | Dubai, United Arab Emirates

- Working with IT resellers in African regions, responding to the Government Tenders according to their requirements.
- Reviewing the inquiries and worked effectively to fulfill customer's Hardware & Software requirements
- Collaborating with World's leading Manufacturers & Publishers closely to get the best possible deals.
- Built long-lasting client relationships using strengths in communication and interpersonal relations.
- Developed and maintained strong relationships with key decision makers at prospective and existing clients.
- Collaborated with internal stakeholders to ensure alignment and effective sales execution.
- Efficiently fulfilled the customer queries and overlooking the complete sales cycle.
- Made sure to maintain excellent customer satisfaction, which leads to a long term relationship with more client referrals.

October 2019 - March 2024

Manager Sales UK, Zones IT Solutions. | Islamabad, Pakistan

- This was the pilot B2B sales project for UK/European region handed over to me to reach out to dormant accounts as well as prospects to reinstate the business as well as onboard new customers.
- Worked on Public sector Tender portals for UK Region and searched for opportunities and responded, which pertains to their IT infrastructure.
- Worked on Public sector frameworks.
- Reviewing the Tender documents and worked effectively to fulfill their Hardware & Software opportunities as per their requirements.
- Worked with World's leading Manufacturers & Publishers e.g. Apple, Lenovo, HP, Dell, Microsoft and many more closely to get the best possible deals for public sector customers as well as for SMB clients.
- Worked on MultiQuote Tender portal to hunt for the opportunities, to respond and fulfill the UK Public sector clients.
- Worked as a 1st point of contact for Zones MEA (Zones UK Ltd) Middle East entity for a major client Microsoft on their hardware requirements for their remote users in United Arab Emirates/Saudi Arabia/Egypt/Lebanon
- Overlooking the stock of our warehouse in Dubai, UAE and manage the shipment dispatch process through our IOR from Free Zone to Mainland Dubai as well as across the border to Microsoft regional office in Riyadh, Saudi Arabia.
- Sourced products from our in-country suppliers in Egypt & Lebanon for Microsoft's remote users in their specific regions.
- Overlooked the delivery process with our IOR in Saudi Arabia who handles our shipment clearance process from Riyadh airport customs and deliver to Microsoft Regional office.
- Handled the invoicing process for all Microsoft shipments and coordinate with Finance Team to complete the customer billing in timely manner.
- Started this pilot Sales project with a single resource and grew up with a team of 8 resources working effectively on multiple customers and achieving their goals in an efficient manner.

management.

- Team coaching.
- MS Outlook.
- MS Word.
- MS Excel.
- MS Power point.

- Maintain positive professional working environment to optimize staff and customer satisfaction.

September 2017 - October 2019

Account Executive, Zones IT Solutions

- Worked with U.S Federal Departments, responding to the Bids according to their requirements.
- Reviewing the quotations and worked effectively to fulfill their Hardware & Software opportunities as per their requirements.
- Worked with Worlds's leading Manufacturers & Publishers closely to get the best possible deals for Federal Customers.
- Worked on FBO, SEWP V & FedBid portals to hunt for the opportunities to respond and fulfil the federal customer requirements.
- Built long-lasting client relationships using strengths in communication and interpersonal relations.
- Efficiently fulfilled the customer queries after processing their orders till they receive the products.

April 2016 - September 2017

Team Coordinator, OVEX TECHNOLOGIES

- Manage the Timesheet and Expense Expert portal for US Employees
- Create New Hire log in credentials for Expense Expert Portal, so that they can use for their expense reimbursements
- Working with Payroll Department for doing the Sox compliance Audit Bi-Weekly after every payroll
- Preparing the Managers Reports for there employees after every payroll
- Managing the Payroll Tax documents, issues and records and responding them to our payroll services provider ADP for further actions
- Audit for employees worked hours before close of every pay period and sending the report to payroll
- Working closely with the recruitment staff of US in order to manage all candidates resume handling, keeping record for there interviews and supporting them to maintain every detail or actions taken for the candidates till they are on board
- This was all done on a centralized portal online.

September 2014 - April 2016

Business Development Executive, OVEX TECHNOLOGIES

- Worked with U.S
- Federal departments, responding to there Bids according to there requirements
- Reviewing the quotations and worked effectively to fulfil their Hardware & Software opportunities as per their requirements
- Worked with Manufacturers & Publishers closely to get the best possible deals for Federal Customers
- Worked on GSA E-Buy, FBO, SEWP V & FedBid portals to work for the opportunities to respond and fulfill the federal customer requirements
- Effeciently fulfilled the customer queries after processing their orders till they receive the products.

February 2009 - June 2014

Timesheet Administrator, OVEX TECHNOLOGIES

- Managing timecard for the US based employees
- Keeping employees regular working hours, overtimes, time-off and bereavement records in sync
- Approving and submitting of employee's timecard in absense of managers or employees, getting back to them for final approval if there is any change in their timecard
- Auditing the all-out reports(data) for the processing of US employee's payroll semimonthly
- Assissting payroll department for re-audit of reports before the final payroll day
- Uploading the new hires, term and commissionable employees list in SAP, for commission department.

February 2009 - June 2014

Sr. Payroll Tax Administrator, OVEX TECHNOLOGIES

- Registration of company in those states of US when we hire new employees where our company is not already registered as an employer
- Managing the state unemployment insurance, state withholding tax ID's and their tax percentage rates
- Working with our third-party payroll service provider ADP (Automatic data processing), to make sure that the tax filling which they file on our behalf should be accurate without any discrepancy
- Follow-up with ADP regarding any discrepancy occurred and forwarded by the state
- Need to update ADP regarding any change in tax ID's or tax rates which were sent to me by the state tax departments
- Auditing the Statement of deposit (SOD) reports monthly/quarterly which were reported by ADP to make sure the correct amount of taxes were paid on our behalf to the States
- Giving relevant information to payroll department if needed
- Answering the queries of the state tax departments.

February 2009 - June 2014

Sales Tax Analyst, OVEX TECHNOLOGIES

- Worked on SAP (PRD) for reviewing software orders to check their taxability or nontaxability everyday
- Putting such orders on tax block which we did not receive any confirmation from the sales department for their taxability or non-taxability
- Releasing orders which are on tax block after having confirmation on day-to-day basis
- To update the state tax licences log, and to make sure for there renewal before expiry.

April 2008 - November 2008

Customer Sales Representative (CSR), TECH GRID | Islamabad, Pakistan

- Acquired extensive training on tele-sales which included accent neutralization
- Developed in-depth product knowledge of the product line to conduct B2B tele-sales
- Met and exceeded all monthly goals for tele-sales through motivated hard work
- Participated in management meetings to provide feedback to improve tele-sales strategy
- Worked as a senior team-member and provided training to new team-members.

CUSTOM SECTION

- English
- Urdu
- Punjabi

EDUCATION

01/2005

Bachelor of Arts | Arts

Punjab University, Rawalpindi

01/2002

Higher Secondary School Certificate | General Science

F.G Sir Syed College, The Mall Rawalpindi, Rawalpindi, Pakistan

01/2000

Secondary School Certificate | Science

Board of Intermediate & Secondary Education, RWP, Rawalpindi,
Pakistan

REFERENCES

- Asad Ijaz | Director Sales (Public Sector), Zones LLC,
asad.ijaz@zones.com
- Wai Wong | Commercial Program Manager, Zones (UK) Ltd.,
wai.wong@zones.com
- Mouqeeet Arshad | Managing Director, Steps Trading FZE.
mouqeeet@stepstrade.com