



BURHAN GILANI

Business Development | Managed Services Professional

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PERSONAL SUMMARY

An award-winning professional with 20 plus years of experience, leading business development and managed services. Expert in the self-service solution. Proven ability to execute successful product launches and support proof of concept (POC). Possesses superb communication skills to build up rapport, open up clients, find out exactly what they need and match them with a wide range of services and solutions. Wants to develop his career in a fast-moving environment, and is currently looking for a suitable position with a company that values passion, positivity, integrity and hard work.

AREA OF EXPERTISE

- Proficient in MS Word, MS Excel, MS Outlook and Power Point
- Efficient problem-solving skills
- Vendor Management
- Product Management
- New Product Launch
- Team management
- Critical Thinking
- Business Development
- Proficient communication skills
- Managed Services
- Computer skills
- Analytical skills

EXPERIENCE

NCR CORPORATION – SAUDI ARABIA, RIYADH

Self-Service Banking



CUSTOMER SUCCESS MANAGER, DEC 2019 – OCT 2021

- Responsibilities include financial, Customer Relationship management, Personnel Management and Project Management for complex services engagements
- Managed high level of ATMs network **availability up to 99%** in the region
- Successfully managed and implemented **Managed Services** with **View360** for local customers, formalizing **Business Rules** and **IMAC Sheet**
- Managed gain up to **10 NPS** in customer satisfaction
- Customer Interfacing for **NCR Managed Services**
- Present Performance Review Statistic Reporting & Analysis, including **CE & Departmental KPIs**
- Successfully managed various phases of **Transition** period leading customer and in-house resources, from **designing, POC** and rollout with customer signoffs.
- Managed Services end-to-end responsibility for corrective maintenance of ATM problems in the field ensuring tickets are actively managed until resolution as per the **SLA**

HEMAIA GROUP Co, RIYADH – SAUDI ARABIA, RIYADH

CDM and ATM Managed Services



RETAIL SALES | RELATIONSHIP MANAGER, APRIL 2013 – OCT 2019

- Promoted Financial products & solutions of **GRGBanking, Masterworks & Ribao**
- Built up business, along with building the Sales team, led the Sales and coordinated with Sales team for successful 2015, exceeded the **Orders and Sales targets by 40% and 30%**.
- Proposals Management in response to the **RFPs** in concentrating the competition prices
- Managed and successfully completed projects for CDMs, Cash Counting & Sorter Machines
- Researched and applied proven marketing techniques to drive sales
- Managed Sales Team in the kingdom
- Established and enhanced new client relationships, championing new solutions that support the customer business objectives

ACCOMPLISHMENTS

- ✓ Professional Sales Leader, holding exclusive 11 years of experience.
- ✓ Over 9 years of exclusive experience in Customer Relationship / Account management.
- ✓ Customer Support Manager over 2 years of experience, acting as a primary point of contact for the customer.

AWARDS & CERTIFICATES

- *Employee Certificate (13) years of service (ABANA)*
- *Chairman's Award (5) years of service (ABANA)*
- *Chairman's Award (10) years of service (ABANA)*
- *Certificate of Excellence for best team leader in Sales Department Retail (HEMAIA)*

LANGUAGE

English: Expert

Arabic: Expert

Urdu: Native

EDUCATION

Bachelor in Computer Science - 1999

PERSONAL DETAILS

Visa : Valid Residence Visa Dubai

DOB: 11/02/1979

Marital Status: Married + 2 children

Nationality: Pakistan

Valid Driving License: UAE / KSA

ABANA ENTERPRISES GROUP CO – SAUDI ARABIA, RIYADH

Value-added products and Services Solutions Company for Banking



RELATIONSHIP MANAGER, JAN 2010 – FEB 2013

- Built a pipeline of prospective revenue
- Delivering sales presentations to high-level executives
- Advised clients on products upgrades and rollouts
- Focused on client retention and achieved **100%** result on SLA renewals
- Maintained long-term relationships with clients
- Promoted products & closely monitored **Demos** and **POC** with the clients

ABANA ENTERPRISES GROUP CO – SAUDI ARABIA, RIYADH

Value-added products and Services Solutions Company for Banking



RETAIL SALES MANAGER, JAN 2006 – DEC 2009

- Strategically structured deals and sales quotes to capture the market.
- Sold wide range of Banking products, solutions & services, i.e. various types of Note counters and sorters, currency scanners & strapping machines
- Organized special sales campaigns at specific times to promote products and drive customer engagement and move high volumes of products to increase revenue
- Achieved **3 – 5 million** SAR sales revenue yearly
- New accounts penetrations with high level relationships at customers organizations, led to generate new leads
- Lead a team of sales to meet their KPIs

ABANA ENTERPRISES GROUP CO – SAUDI ARABIA, RIYADH

Value-added products and Services Solutions Company for Banking



SALES EXECUTIVE, JUN 2004 – DEC 2005

- Developed channels to generate new business leads
- Proactively identified and solved complex problems to positively impact sales and business
- Managed an accurate track of maintenance contracts, renewal timeframes to maximize customer retention
- Collaborated with management to review and approve profitable, beneficial customer contract terms
- Leveraged sales industry, competitor and product knowledge trends to shape value-added solutions
- Established and maintained positive, profitable client relationships
- Achieved **90%** of receivables within **30 – 45** days to support the organization for cash flow

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Value-added products and Services Solutions Company for Banking



HELPDESK SUPERVISOR, JUN 2000 – JUN 2004

- Presented daily incident reports to Banks and internal teams for efficient operations
- Managed TMS operations, regular updates and upgrades
- Excellent track record in delivering quality support service.
- Managed a team and daily planning of operations, clearly communicating targets to staff for efficient task delivery.
- Remotely troubleshooting and resolved **95%** of issues through a phone call and TMS