



Arslan Saleem

Accomplished Manager of Business Development and Sales with extensive experience at Amazon and eBay, specialising in market analysis, sales forecasting, and e-commerce optimisation. Proven track record in developing strategic partnerships, enhancing customer relationship management, and achieving target sales through innovative contract negotiation and pricing strategies. Adept at leading teams to success, implementing effective social media marketing campaigns, and ensuring compliance with e-commerce standards. Career goal: to leverage expertise in business development to drive growth and profitability in dynamic environments.

CONTACT



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SKILLS

- Market analysis
- Sales forecasting
- Contract negotiation
- Customer relationship management
- E-commerce optimization
- Inventory management
- Team training
- Problem solving
- Customer service
- Communication skills
- Business development
- Business planning
- Relationship Management
- Account management
- Business development expertise
- Target achievement
- Social media marketing
- Profit and loss understanding
- New business sales
- Risk Management
- E-Commerce strategies
- eBay account management
- Product optimization
- Pricing strategy
- Performance monitoring
- E-commerce compliance
- Team leadership

LANGUAGES

EXPERIENCE

Manager of Business Development and Sales Amazon

01/2018 - 06/2024

- Analysed market trends and customer feedback to inform product development and positioning.
- Used outstanding communication and relationship-building skills to develop productive partnerships with high-profile clients.
- Managed and developed sales forecasts, collaboratively working with the marketing team to align strategies.
- Maintained detailed record of sales activities and compared trends to identify underserved areas and opportunities for improvement.
- Monitored sales performance metrics, identifying areas for improvement and implementing corrective actions to ensure targets were met.
- Led contract negotiations with suppliers, achieving cost reductions while maintaining quality standards.
- Processed customer orders efficiently, ensuring accurate and timely dispatch to maintain positive feedback ratings.
- Amended product listings, managing photo edits, webpages and pricing info.
- Developed upselling and cross-selling strategies to elevate shopping experience and increase sales.
- Facilitated shipments and deliveries to customers, guaranteeing smooth and complete transactions for increased customer service.
- Utilised social media platforms to promote products, reaching a wider audience and boosting sales figures.
- Handled customer enquiries promptly via email and social media, improving customer service satisfaction scores.
- Trained team of online sellers to use innovative strategies in selling, promote products and services and comply with procedures and protocols.
- Increased profits by negotiating favourable terms and pricing.
- Resolved customer issues and complaints with quick-thinking problem-solving.

Ecommerce Specialist
Ebay

English:	B1
Intermediate	
Urdu:	C1
Advanced	
Hindi:	B2
Upper Intermediate	

- 04/2010 - 12/2023
- Managed multiple eBay seller accounts for clients based in the UK and US.
 - Conducted product research, listing creation, and optimization to maximize visibility and sales.
 - Handled inventory management, pricing strategies, and stock replenishment.
 - Managed order processing, shipping coordination, and timely delivery to customers.
 - Resolved customer inquiries, disputes, and returns to maintain high seller ratings.
 - Implemented competitive pricing and promotional campaigns to increase profit margins.
 - Monitored analytics and KPIs to track performance and identify growth opportunities.
 - Ensured compliance with eBay policies to maintain account health and avoid suspensions.
 - Trained and guided junior team members on eBay store management best practices.
 - Monitored competitor activity and adjusted pricing strategies to maintain a competitive edge in the market.
 - Monitored customer reviews and feedback, responding promptly to queries and concerns.

Store Manager

Ratcliffe Service Station - Atherstone - Warwickshire, United Kingdom

- 04/2010 - 03/2011
- Managed daily operations of a petrol station with an attached grocery, convenience store.
 - Oversaw sales of groceries, confectionery, wines, beverages, cigarettes, pet foods, and office supplies.
 - Managed inventory and restocking for a wide range of products including toys and car accessories.
 - Supervised and trained staff to maintain operational efficiency and service quality.
 - Ensured accurate cash handling, till reconciliation, and banking procedures.
 - Implemented promotional strategies to boost sales, customer engagement, and brand awareness.
 - Maintained compliance with UK health, safety, and legal regulations.
 - Delivered high-quality customer service to enhance client satisfaction and retention.

EDUCATION

2014

Economics

Baha Uddin Zakariya university - Multan, PB

- Master's
- Economics

2011

Master of Business Administration MBA in Marketing

Columbia Commonwealth University - London

- Master's Degree
- Coursework in [Marketing](#)

2008

Bachelor of Science Mathematics

Bahauddin zikriya university - Multan, PB

- Graduate
- Double Mathematics and Statistics