



MD Jakaria Sourov

Dynamic sales professional with proven track record in direct sales, negotiation, and customer service management.

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Languages

English

About

With a strong foundation in enhancing customer engagement through innovative sales strategies, I thrive on negotiation, upselling, and delivering exceptional service. My expertise lies in developing value propositions that resonate with customers, fostering loyalty and satisfaction. Fluent in English, I am adaptable and excel in fast-paced retail environments.

BRANDS WORKED WITH

- Golden Tour UK
- Dhaka Metal Industries Bangladesh

Experience

● SALES & CUSTOMER SERVICE

Golden Tour UK | May 2023 - Now

Excelled in developing and implementing innovative sales strategies, significantly enhancing customer engagement and satisfaction. Played a key role in crafting and presenting compelling value propositions, effectively aligning product offerings with customer needs. Demonstrated expertise in negotiation and upselling, resulting in improved customer buy-in and loyalty. Managed customer service operations, focusing on delivering exceptional service experiences and resolving inquiries and issues promptly. Conducted thorough market and customer research to stay ahead of industry trends, enabling more targeted and effective sales approaches. Fostered a culture of continuous improvement within the sales team, leading to enhanced efficiency and productivity in sales processes.

● TEMPORARY SALES MANAGER

Dhaka Metal Industries Bangladesh | Jan 2020 - Jan 2021

Led B2B sales initiatives, significantly enhancing the company's client base and market presence through strategic business development and client relationship management. Developed and executed innovative sales and marketing strategies, ensuring comprehensive product knowledge and effective sales presentations. Conducted in-depth market analysis to guide sales tactics and decision-making, fostering a culture of continuous improvement and revenue growth. Collaborated with cross-functional teams, aligning sales objectives with company goals and enhancing team performance through targeted training programs.

Education & Training

2022 - 2025

● Middlesex University UK

Cyber Security and Digital Forensics A Level,