

# HABIBUR RAHMAN BHUYAN

**Business Development | Client Acquisition | Account Management**

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## PROFESSIONAL SUMMARY

Business Development and Client Success professional with 4+ years of experience across software development, BPO, and financial services. Skilled in end-to-end B2B sales, from prospecting and discovery through proposals, negotiation, closing, onboarding, and account growth. Proven at managing international clients across time zones and turning one-time projects into recurring, long-term partnerships.

## CORE SKILLS

### Sales & Growth:

- B2B Sales
- Lead Generation
- Outbound Prospecting
- Sales Pipeline Management
- Proposal Development
- Contract Negotiation
- Deal Closing
- Strategic Partnerships

### Client Success:

- Account Management
- Upselling & Cross-Selling
- Client Onboarding
- Client Retention
- Stakeholder Communication
- International Client Relations

### Delivery & Operations:

- Project Scoping
- Effort Estimation
- Cross-Functional Collaboration
- Agreement Preparation
- Invoice Preparation
- Business NDA Preparation

## Tools

• ClickUp • Trello • LinkedIn Sales Navigator • Microsoft Office • Google Workspace • Hubspot

**LanguagesProficiency: • English (Fluent) • Bengali (Native)**

## PROFESSIONAL EXPERIENCE

**Business Development & Client Success Specialist**
***Mediusware Ltd.***
**Feb 2024 – Present**

- Managed international client relationships across onboarding, delivery, retention, and account growth.
- Identified business opportunities through client engagement, referrals, and strategic outreach.
- Served as the primary client contact, managing communication, expectations, and concerns.
- Coordinated cross-functional teams to align client requirements with project deliverables.
- Conducted client discovery, scope definition, effort estimation, and proposal support.
- Monitored project progress, timelines, risks, and client satisfaction.
- Resolved client issues through coordination, follow-ups, and internal escalation.
- Identified upselling and cross-selling opportunities to grow existing accounts.
- Supported contract negotiations, invoicing, and payment follow-ups.
- Built long-term partnerships and encouraged client referrals, testimonials, and reviews.

**Key Achievements**

- Converted one-time engagements into recurring client relationships.
- Supported account growth through upselling and additional service opportunities.
- Strengthened client retention, referrals, testimonials, and platform reviews.
- Improved project coordination by identifying risks, tracking blockers, and facilitating cross-functional collaboration.

**Business Development Manager**
***Whiteshell Consultancy LLC*** **May 2025 – Jul 2025**

- Developed client acquisition and outbound outreach processes to support business growth.
- Managed the B2B sales cycle, including lead generation, prospect qualification, client discovery, follow-ups, negotiations, and deal closure.
- Conducted market research to identify potential industries, target clients, and new business opportunities.
- Established a strategic partnership with a CPA firm to expand service offerings.
- Built and maintained client relationships through targeted outreach and consultative communication.
- Contributed to pricing strategy, service positioning, and partnership development

**Assistant Operation Manager** **Aug 2020 – May 2021**
***SARS Business Solutions***

- Supported daily business operations, workflow coordination, and compliance with company policies.
- Conducted market research and identified potential business opportunities and service expansion areas.
- Managed merchant relationships and negotiated with prospects in Merchant Cash Advance (MCA) campaigns.
- Qualified prospective merchants through outbound calls and referred eligible leads to funding partners.
- Improved lead-handling processes and maintained accurate operational records.
- Contributed to operational planning, team structuring, and business development initiatives.

**Team Lead** **Nov 2019 – Jun 2020**
***Teleforce BPO Solutions***

- Led a team of agents to achieve lead qualification and sales performance targets.
- Coached team members on outbound calling, objection handling, lead qualification, and closing techniques.
- Monitored team performance and reported results to management.
- Applied structured outreach and follow-up strategies to improve lead handling and qualification.
- Maintained client and prospect communication while supporting team productivity and target achievement.

## EDUCATIONAL QUALIFICATIONS

**MBA in Management :** Kabi Nazrul Government College (University of Dhaka) **2022**

**BBA in Management:** Kabi Nazrul Government College (University of Dhaka) **2021**

**Diploma in Business Studies:** Feni Govt. Commercial Institute **2015**