

Basheer Khan

Account Manager | Managed Services & ICT Solutions

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PROFESSIONAL PROFILE

ICT and managed-services professional with 20+ years across telecommunications, managed print, and technical service delivery. Owns client and reseller relationships end to end — from quoting and after-sales support to SLA management and contract delivery — with hands-on grounding in the very products MSPs and resellers sell: connectivity/LTE, PABX, CCTV, and managed print. Combines technical credibility with sales-support and team-leadership experience, and is now seeking an Account Manager / Account Executive role where relationship management drives account growth and retention.

KEY ACHIEVEMENTS

- **R100 million+** in client service contracts supported across a diverse account base.
- **95% SLA achievement** across a 7-technician Western Cape field team, against tiered targets — same-day (high priority), 4-hour, 8-hour respond-and-fix, and 2 business days for outlying areas.
- **~10,000-device base** of managed-print equipment supported, coordinating fault resolution and consumables/toner fulfilment across a combined support team.
- **Teams of up to 16** led across multiple operations, spanning technical support, call-centre and field coordination.

CORE COMPETENCIES

Client & Reseller Accounts	Service Contract Management	SLA & Service Delivery
Sales Support & Quoting	Managed Print & ICT Solutions	Vendor & Technician Coordination
Escalation & Issue Resolution	Reporting & Account Analytics	Team Leadership

PROFESSIONAL EXPERIENCE

- Service / Technical Controller**

Smart Office Connexion (Canon)

2019 – Present
- Own the service relationship for a managed-print base of ~10,000 devices, coordinating fault resolution and consumables/toner fulfilment across a combined support team.
 - Sustain 95% SLA compliance across a 7-technician Western Cape field team against same-day, 4-hour, 8-hour and 2-business-day response tiers.
 - Support the sales team with quoting, after-sales support and account queries, helping retain and grow client accounts.
 - Coordinate parts logistics, repairs and cross-border parts/logistics liaison; manage geographical coordination and Tier 1 support.
 - Deliver management succession training and serve as an employee equity trustee.
- National Technical Support Coordinator**

IP Group (Telecommunications)

2016 – 2019
- Coordinated national technical support for PABX, CCTV, printers and LTE, acting as primary client liaison across Level 0–2 support.
 - Supervised the call centre and provided back-up sales support to sales directors, including quoting and after-sales support on products and services.
 - Managed national technician liaison, parts distribution and repair coordination, and contract logistics via air and road.
 - Handled Telkom fault liaison and line testing, equipment removals, and daily/monthly reporting.
- Marketing & Logistics Manager**

Perfect Debt Solutions

2014 – 2015
- Led marketing, advertising and social-media management alongside logistics and staff management across the business.
 - Ran monthly budgeting, banking and daily/monthly reporting; supervised the call-centre team and owned customer liaison.

SDX Supervisor Skynet Worldwide Express

2002 – 2012

- Progressed from freight processor to SDX supervisor over a decade, managing freight, clearing & forwarding, warehousing and air/road logistics.
- Owned client liaison, customer queries, tender preparation, flight management and daily/monthly reporting; coordinated in-house IT and DELL technicians.

ENTREPRENEURIAL VENTURES

BK Photography (2010 – present) and a sanitised-fogging service — small businesses run alongside full-time work, covering social-media marketing, online influencing and client management. Portfolio: www.bkphotography.co.za

EDUCATION & QUALIFICATIONS

Foundation Diploma – Project Management Management 1	GoSkills Centre for Learning • 2015
Diploma – Digital Marketing & Social Media	Pentech • 2015
Advanced Excel	Shaw Academy • 2015
Network+ Certificate	Shaw Academy • 2015
Web Design / E-Commerce / IT+	New Horizons • 2009
Matric (Grade 12)	Icesa Campus (KZN) • 2002
	Ganges Secondary School • 2001

ADDITIONAL TRAINING

Fire Fighting • Air Cargo Security • Cold Chain Management

Skynet (in-house) • 2012

ADDITIONAL INFORMATION

Driver's Licence: Code 8 (with trailer), own transport **Languages:** English, Afrikaans

References available on request