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| **PROFILE OR oBJECTIVE** |  | Seeking a responsible and challenging career with growth oriented organization where my talent and knowledge significantly contribute to the organization. | | |
| **Education** | |  | 2008 Bachelor in Business Administration (Karachi, Pakistan) | |
| **Skills & Abilities** | |  | **Management**  **Marketing Management**  **Sales**  **Administrator**  **Customer Service & Satisfaction**  **Corporate Communication**  **High-Impact Presentations**  **Leadership**  **Trainer**  **Telesales**  **Business Development** | I have management skill and I handle the operations  I have marketing skill, Physical Marketing, Telemarketing  I have selling skill, manage sale team, telesales team  I have administration skill, handle administration matter  I have customer service skill, handle customer quires physically and telephonic and I have provide best possible solution.  I have corporate communication skill  I have presentation skill.  I have team leading skill.  I have training skill  I have telesales skill  I have business development skill, deal cooperate customer |
| **Experience** | |  | Station Cordinator Aman Foundation 2014 – 2015 | **Responsibilities:**   * Aman Foundation provides Emergency Medical Services through Ambulance. * Station Coordinator is responsible in assisting the Station Supervisor in his daily Emergency Medical Services operation * Human resources management, ensures attendance and coverage of all staff absences, Implements all human resources policies and disciplinary procedures. * Maintain financial files and records as per IOS standard.  administrator Darr & sons 2013 – 2014 | **Responsibilities:**   * Working as an administrator in Darr & Sons. * Handle general administrative tasks and perform other related duties as required. * Perform a multifunctional job, managing, coordinating with managerial staff. * Handle internal & external communication.  supervisor Customer Services & support center pakistan telecommunication company ltd | 2007 – 2012 | **Responsibilities:**   * Worked as a supervisor operation in PTCL customer services & support center. * Provided my services in different domains in PTCL contact center (PTCL Landline, Broadband Technical, Wireless Local loop, Value Added Services and Billing Domain) * Ensured that services escalation procedures are complied with and that all customers’ complaint and issue are forwarded to the corresponding departments for action. * Responsible for maintaining the decorum, success rate, service level, average handling time, average wait time, occupancy, break management and counseling etc. * I have also worked in quality assurance department been as a quality evaluator.  manager sales & business development manager citi bank n.a | 2005 – 2007 | **Responsibilities:**   * Worked as a Manager Sale in Personal Loan Department. * Managed all (DSA) Direct Sales Associates of Karachi Region. * Responsible for enhancement of personal loan business through these channels. * Hired, trained task accomplishment and regulating the performance of telemarketing staff and activities. * Corporate deals with different multinational and local companies regarding personal loan business. * Managed the setup of stall of personal loan with in different companies. | |
| **CERTIFICATION & WORKSHOPS** | |  | ms office |prism cuputer| | 1996telecommunication | | 2002CONSUMER BANKING |CITI BANK| | 2006 | |
| **Achivements** | |  | * Archived the targets many times as a senior telesales representative in USA based campaign. * Archived the targets in banking sector (Citi Bank) therefore I have promote as manager Sale * Archived the targets in telecommunication sector (Pakistan Telecommunication Company LTD.) and promote as Team Leader and finally as a Supervisor Contact Center. | |
| **Languages** | |  | * English, Urdu, Hindi, Punjabi | |
| **Personal:** | |  | Date of Birth | 01 june 1978 |