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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 operationsI have marketing skill, Physical Marketing, TelemarketingI have selling skill, manage sale team, telesales teamI 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 skillI have presentation skill. I have team leading skill. I have training skillI have telesales skillI 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.
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| **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.
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| **Languages** |  | * English, Urdu, Hindi, Punjabi
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| **Personal:** |  | Date of Birth  | 01 june 1978 |