DAWOOD KHALID BUTT

**OBJECTIVE**

To work in a dynamic organization where I can elevate my Professional skills and abilities and utilize those for securing benefits for the organization and my own self.

**Professional Experience (Eight + Years)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **NO** | **Organization Name** | **Position** | **Nature** | **From** | **To** | **Exp** |
| 1 |  | Sales | Solar/  Electronic | 2013 | Present | 3 Year |
| 1 | **Tranzium Companies and services (TCS)** | Customer Service Assistant/Business Development | Express Courier & Logistics | 2010 | 2013 | 3 Years |
| 2 | **128 Securities (Pvt) Ltd-Lahore** | Equity Trader/Customer Service | Stock Exchange | 2007 | 2010 | 3 Years |
| 3 | **Startex Marketing** | Mystery Shopper & Computer Operator | Research | 2006 | 2006 | 9 Months |

**QUALIFICATION**

Allama Iqbal Open University Islamabad B.com

**PROFESSIONAL EXPERIENCE**

**Dubai, UAE Dec 2013 till to Date**

* Experienced in Solar Power, Solar Electronics and Solar water pump.

**Key Responsibilities:**

* Preparation of quotes, sales orders and invoices and verbal Interaction with clients.
* Generating periodic reports regarding customers, sales and inventory in Peachtree.
* Coordination with sales and accounts sections.
* General daily office tasks assigned

**Tranzium Companies and services (TCS) Sep 2010 till to Dec 2013**

* Outgoing calls on bill not received complaints, ensuring whether it is a valid Bill Not Received (BNR) Request or a Duplicate bill request and later communicating the same to customer relations through BDM team.
* Working on Undelivered and shipments and rearrange deliveries.
* Compilation and reporting of Delivery Proof received from regional TCS offices against New and Duplicate bills.
* Analysis to develop techniques that can reduce bill not received complaints.
* Interaction with Bill Delivery Management team for Address Verification against the BNR complaints.
* Maintaining strong follow-ups on the Emails and on the not connected calls for further processing.
* Conduct Meeting with sales team for increasing business.
* Working on Undelivered shipments in bill Runs and rearrange deliveries..
* Back end support officer in TCS
* Monitoring of customer complaints from corporate sector ensuring their smooth, timely resolution and analysis to avoid re occurrence of the event.
* Strong interaction with the entire TCS network and with the corporate customers.
* Supervising all the operational Tasks of the TCS starting from the Dispatching till the delivery of the bills

**128 Securities (Pvt) Ltd-Lahore** **Jan 2007 to Aug 2010**

Broad scopes of responsibility:

* Keep filing/document management system for electronic and paper documents organized
* Prepare computerized daily, weekly, monthly and yearly based Stock Market reports
* Answer phones calls/email/faxes and letters and provide excellent customer service in a timely and efficient manner
* Provide problem analysis and resolve client issues with the aid of available helpdesk tools
* Ensure call standards are maintained with respect to greeting, problem identification, proposed solution and conclusion
* Analysis of research reports
* To establish and maintain effective working relationships with Share Holders.

**Startex Marketing** **Mar 2006 to Dec 2006**

* Broad scopes of responsibility
* Prepare computerized weekly, monthly and yearly reports.
* Editing Videos

**COMPUTER SKILLS**

SOFTWARE:

WINDOWS 95/98/XP/2000. MS. Word, MS. Excel, MS. Power Point MS, Windows Movies Maker, Outlook, Meta Stock. Internet, Peachtree

COMMUNICATION SKILLS & PERSONALITY

* Enjoy a confident, optimistic and pleasing personality.
* Enjoy excellent communication skill both in English,Urdu,Basic Arabic and French

**PERSONAL INFORMATION**

Nationality Pakistan

Marital Status Married

Religion Islam

Date of birth 23-Jul-1984

**Job Seeker First Name / CV No: 1798284**

[Click to send CV No & get contact details of candidate](http://www.gulfjobseeker.com/feedback/submit_fb_em.php)

