**FARHAN ATHAR**

**Qualification**

**Bachelor of Computer Sciences**

B.C.S (University of Punjab Lahore Pakistan)

**Diploma of Electrical Engineering**

University Of Karachi

**Intermediate**

D.A.E (Grace Institute of Technologies)

**Diploma in Mobile Phone Repairing & Software Installation**

C.C.A (TEVTA,

Punjab, Pakistan)

**Professional/ IT Certifications**

MS Word

MS Excel

MS Power point

MS Outlook

Computer Hardware

POS Operating

Computer troubleshooting

Able to work on different windows and browsers

**Languages**

English Russian Arabic

Persian (Farsi) Urdu Hindi

**Career Objective**

Seeking a challenging opportunity for optimum utilization of my experience, skills and abilities, resulting in career development and utmost excellence of Organization.

**Professional Experience**

**Alhamd Plastic, Pakistan (Packing materials)**

**Area Supervisor:**

05th Sep 2015 – 29thjune 2016

**Key Responsibilities:**

* Perform market research to study consumer behavior, latest trends and competitor activity.
* Manage daily operations of branch office to meet business goals
* Develop strong working relationship with potential clients for new business opportunities within the assigned area.
* Maximizing sales and profitability
* Providing my team with a stimulating and supportive environment
* Controlling the training and development of your staff
* Driving team performance

**Mix Parts UAE LLC (UAE)**

**Customer Support Executive (Technical) indoor/outdoor:**

15th August 2012 – 20th July 2015

* To achieve the required Sales target benchmark set by the clients on daily basis.
* To provide Customer Support Services to Existing Customers
* To E-mail/Fax Business proposition to Customers
* To ensure highest level of Quality
* Maintaining KPI’s, APR, NSR & GSR Targets set by the client.
* Ensure compliance of company and department policies.
* Indoor and outdoor services to meet customers’ requirements

 **Key Responsibilities:**

* Closing sales for new agents
* Providing interactive Sessions for latest promotions, price change in products & sales
* Providing comprehensive knowledge about

Mix Parts Products & Services to new badge

* Giving feedbacks to agents in order to achieve their sales & hit benchmark of team
* Analysis of daily sales report of team
* Monitoring and analyzing team and individual performance
* Verification of sale made by agent.

**UFONE Telecom**

**Business Development Executive:**

10th Oct 2011 - 5th March 2012

**Key Responsibilities:**

* Advises present or prospective customers by answering incoming calls on a rotating basis
* Providing Latest information to customers about promotions.
* Analysis of billing summary including last payment due or made.
* Maintains Percentage rate of interest as per customer’s credit scores
* Maintains database by entering, verifying, and backing up data
* Contributes to team effort by accomplishing related results as needed.

 **MOBILINK TELECOM (Telecom Franchise)**

**Customer Services Representative (CSR), Indoor & Outdoor**

25th April 2009 - 18th August 2011

**Key Responsibilities:**

* Identified and made recommendation for process improvements.
* Managing Accounts and stock In (POS) E-FICS , ICRM and deposit cash to the bank
* Operating POS (E-FICS, ICRM, SEIBLE)
* Maintaining and increasing standards of customers
* Handling the customer and staff quires
* Exercised strong interpersonal communication skills with customers and department personnel
* Accepted assignments with an open, cooperative, positive and team-oriented attitude.
* Motivated myself to achieve personal goals and to consistently meet expected quotas.

**Warid Telecom (Telecommunication)**

**Senior Sales Executive:**

10th Oct 2006 - 5th Jan 2009

**Key Responsibilities:**

* Handle complaints of customer promptly and professionally.
* Participate willingly in entire sales training.
* Organize and arrange again inventory as defined by manager.
* Closing sales for new agents
* Providing interactive Sessions for latest promotions, price change in products & sales
* Providing comprehensive knowledge about Warid Products & Services to new badge
* Giving feedbacks to agents in order to achieve their sales & hit benchmark of team
* Analysis of daily sales report of team
* Monitoring and analyzing team and individual performance
* Verification of sale made by agent.

**MICRO MANAGEMENT SYSTEM (Computer services)**

**Sales &Technician:**

29th July 2004 - 18th Sep 2006

**Key Responsibilities:**

* Deal with Customer and take orders from market
* Shop Management and maintenance Cash handling
* Data Recovery from loss data in computer
* Repair and maintenance of Computer Hardware and Software
* Repair and maintenance of electronics equipment.
* Repair and maintenance of medical equipment’s (ECG, Ultra Sound Machine)

**Honors & Activities:**

• English Language (2011)

• CCA (Certificate in Computer applications)

• Secondary School Certificate (Composite Examinations 2004)

• HREP (Human Rights Education Program 2006)

• Best Poetry (Human Rights Education Program 2006)

• Certificate of Participation (Marketing Techniques 2011)

• Certificate of Participation (Think Big Dare to Dream High 2009)

• Certificate of Participation (City Institute of Image Management 2010)

• Certificate of Participation (Salvation of Expo Leaders 2011)

• Certificate of Workshop (Mind Training for Self-Efficiency 2012)

• Certificate of Customer Service from Mobilink 15th April 2010

**Job Seeker First Name / CV No: 1811100**

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