

**MUHAMMAD (BD & Sales Professional)**

**MUHAMMAD.324388@2freemail.com**

**CAREER OBJECTIVE:**

“To pursue a progressive career in a dynamic organization that provides opportunities for both professional and personal growth and develop skills to expand the organization’s performance.

**SUMMARY:**

More than 5 years Business to Business Sales and Customer Services experience, delivering profitable solutions to drive sales, attract and maintain customers, answering customer queries and handling their complaints. Supported in roll out of different sales promotional schemes to strengthen company products & services and to increase their market share. Special talent for making alliances and deals with different organizations to gear up sales.

**CAREER HIGHLIGHT**

* More than 2.5 years sales experience in UAE MARKET
* 2 Years experience of as a sales Executive In Arabian apex laundry ( Dubai)
* 8 month experience in of Chenal Partner of Etisalat Telelphony Telecommunication & Electronices Tech LLC.
* 2.5 years experience as a sales officer in Forhans Grouop pvt in Pakistan.

** Work Experience:**

**Organization:** **TELEPHONY (CHANEL PATNER OF ETISALAT)**

**Tenure:**  **March 2016 – Oct-2016**

**Designations:**  **Sales executive**

* **Responsibilities:**
* To act as a customer interface representing ETISALAT brand values whilst maximizing sales revenues and providing excellent customer services and increase sales volume.
* To identify customer s’ needs and expectations and serve them in a friendly manner demonstrating ETISALAT brand values at all the time.
* To deliver execptional customer services through retail experience by providing information on all of ETISLAT products and services to help the customer to make suitable choices
* Achive the individual agreed quantitative sales targets for different products and services .
* To contribute to the agreed team quantitavtive sales targets.
* To ensure that all the policies and procedures are adhered to ‘ including Retail sales and corporate sales and company specific policies and procedures.
* Work collaboratively with the team to ensure company image and brand values are illustrated at all the times
* Provide feedback for continuously improve the over all customer experincse .
* Provide full range of after sales services and seek first step resolution when ever possible of any issues.
* Ensure and update knowledge of all systems to ensure streamlined effective services.

 ****

**Organization:** **Arabian Apex Laundry**

**Tenure:**  **JULY 2013 – SEP 2015**

**Designations:**  **Sales executive**

**Responsibilities:**

* Worked as a Sales Executive and took care of over all B2B Sales responsibilities contributed Significantly increasing sales by making alliance and deals with different organization.
* Responsible for making new contracts with our clients for their industrial needs related to Cleaning and laundry requirements
* Direct interaction with customer to provide prompt services.
* Maximizing Company portfolio through customer referrals.
* Making alliances and deals with different organizations.
* Designed and rolled out different sales promotional compaigns.
* Enhancing company marketability through visits
* Managing and maintaining the marketing collateral inventory level and ensuring availability for different events.
* Answeing customer queries and handling their complaints.
* Ensuring the quality of service delivery to the customer throughout process
* Giving valuable suggestions to Management for further improvement of Services to maintain Best Service Standard
* Update the data base of customers details
* Stay abrest of marketing condition and create new customers.

**Organization:** **Forhans Group In Pakistan.**

**Tenure:**  Nov **2010-MAY 2013**

**Designations:** **Sales Executive**

**Responsibilities:**

* Sales focus and collections
* Daily sales reports
* Collection of customers feed back
* Participation in team meetings discussion and activities
* Maintain stock record of advertisement and merchandising
* Drafting the minutes of meeting
* Conduct the intensive and structured prospecting of new clients to identify and develop new account.
* Focus on increasing seals supervise the sales by follow up the orders deliver and collection
* Provide the market feedback to the sales manger regarding moment of goods /brands
* Build and manage effective customers relationship in orders to build strong loyalty
* Stay abreast of marketing condition and trends in the field pertinent to brand / product.

**ACADEMIC EDUCATION:**

Graduation( B.COM from BZU Multan) 2009

Intermediate (Diploma in Commerce from P.B.I.T Lahore) 2006

**COMMUNICATION AND INTERPERSONAL SKILLS:**

* Outstanding command over verbal and non-verbal communicative & interpersonal skills.
* Strong organizational, managerial, problem solving, interpersonal and negotiation skills.
* Confidently able to work independently or in a team to deal effectively with educators & employees.
* Flair to organize & prioritize tasks to meet deadlines.
* Ability to manage multiple projects with minimal supervision.
* Have a good level command over English and Urdu Languages.

**INTERESTS ANDHOBBIES:**

* Hobbies include anything to do in arts, music, poetry, reading historical books, philosophy and all religious books. Enjoy and actively participate in a wide variety of sports, political discussions, and creative activities.

**PERSONAL INFORMATION:**

**Date of Birth** : 11-7-1988

**Religion**  : Islam