**Muhammad**

**Email:** Muhammad.336618@2freemail.com

**CAREER OBJECTIVE:**

To contribute towards the growth and development of a dynamic organization having opportunities for both personal and professional growth, where I can add value to the work environment together with achieving goals and targets both for self-contentment and for the organization.

**CAREER PROFILE/SKILLS:**

|  |  |
| --- | --- |
| Sales, Business Development & CRM | Relationship Strategy |
| Interpersonal & Advance Customer Service Skills | Influence Skills |
| Establishing Effective Service Delivery Processes | Aspiration-Setting |
| Strategic Thinking | Business Strategy |

**PROFESSIONAL WORK EXPERIENCE:**



**Organization:**

**Tenure:**

**Designations:**

**Responsibilities:**

**UFONE (Telecom Company)**

April 2014 – March 2016

Sales and Service Center Executive

At UFONE Telecom Company in capacity of Sales and Service Center Executive, I was responsible to create and retain customer loyalty and preference by establishing rapport with the customer. The primary task was to develop relationship with the customers across different markets to explore opportunities for business growth and to discover the understanding of the customer environment, including customer influences, decision-makers and business challenges, and competitive environment



**Organization: ADVANCE COMMUNICATIONS RETAIL**

(COMPUTERS AND CELL PHONES) PESHAWAR PAKISTAN)

**Tenure:** January 2011–December 2013



**Designations:** Sales Representative

**Responsibilities:**

As a sales representative I worked with leading brands in IT like IBM, Acer and used PCs.I expertise in desktops, laptops and accessories and had to provide the highest standards of customer service by demonstrating excellent knowledge of products. Other responsibilities include:

* Maintaining adequate stock on shelves and correct signage is displayed
* Taking and preparing customer order
* Satisfying customer with the product details and Up selling
* On spot customer care with respect to the material provided
* Display arranging and stock level maintaining
* Dealing with supervisors and section managers for orders and promotions avails
* Report to department head.

**ACADEMIC EDUCATION:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **DEGREE** |  | **EXAMINING BODY:** |  | **YEAR** |
|  |  |  |  |  |  |  |  |  |
|  | Masters of Business Administration |  | University Of Peshawar |  | 2016 |  |
|  | Graduation ( HND ) |  | Affiliated with Board of Edexcel UK. |  | 2011 |  |

**CERTIFICATION/ ADDITIONAL SKILLS:**

**MS Office** (All versions, esp. MS Word, MS Power Point and MS Excel)

**PERSONAL INFORMATION:**

**Name**: Muhammad

**Date of Birth**: 04thApril 1991