**Talal**



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**Personal Statement**

As an international worker, I have been able to adapt quickly and efficiently to my working environment. My exceptional interpersonal skills have enabled me to integrate with my colleagues and customers and develop valuable friendships. I pick up skills quickly and apply them successfully through both the use of initiative and the ability to comprehend instructions. I am an effective communicator who will inspire confidence in any employer.

**Work Experience**



**Customer Support Representative (Up click Sales) – Ovex Technologies**

(Jun 2015 – Jun 2016)

* Contact businesses or private individuals by telephone in order to solicit sales for goods or services.
* Receiving inbound calls regarding inquiries and cross selling them the services.
* Maintaining the revenue per call according to the increment qualification.
* Sales Target maintenance that was minimum 50000 US Dollars a month.

**Telesales Banking Officer – Muslim Commercial Bank**



(Aug 2013 – May 2015)

* Promoting banking facilities, Such as Credit cards and Personal loans.
* Providing good customer service regarding pre or post sales inquiries.
* Manage and improve personal performance to make sure the target is achieved.

**Sales Assistant – Phonecare4u, Slough, Berkshire**



(Apr 2012 – Jun 2013)

* Promote sales by assisting customers and offering suggestions.
* Ability to communicate professionally in person and by phone.
* Stock shelves, counters, and tables with merchandise.
* Provide prompt and courteous service to all customers.
* Utilize product knowledge to promote sales.
* Responsible for ensuring store appearance is clean and presentable at all times.
* Stay informed of store policies, procedures, and promotions.
* Target achieved most of the times that was to sell 150 units /packages per month.



**Sales Assistant (Stall) – SKYLAB, Stratford Center, London**

(Mar 2011 to Mar 2012)

* Answer customer’s questions about products, prices, availability, product uses, and credit terms.
* Maintaining the stall along with the sales ledger and enter register transactions accurately.
* Provide prompt and courteous service to all customers.
* Target achieved most of the times that was to sell 30 TV/ Internet/ landline subscriptions per month.

**Education**

* **University of the Punjab, Lahore –** Bachelors in Arts (2013)
* **London college of Accountancy, London –** ACCA in progress (2010 – to be continued)
* **London College of Accountancy, London –** Certified Accounting Technician (2008 – 2010)

Syllabus Included:(RecordingFinancial Transactions, Information for Management,, Drafting Financial Statement. Drafting Financial Statements, Preparing Taxation Computations Maintaining Financial Records, Accounting for Costs, Managing People)

* **Foreman Christian College, Lahore –**Intermediate (2006-2008)
* **Cathedral High School, Lahore –** Matriculation (2004-2006)

**Computer Skills**

* Microsoft Office (MS Excel, MS Word, Power Point and MS Outlook).
* Have knowledge of IT Peripherals, networking and software (CRM).
* Excellent communicator with public dealing speaking skills.
* Possess personal integrity and ability to create trust in all.
* Ability to develop persuasive team building, able to motivate and communicate to achieve exceptional business performance.
* Persistent and flexible approach to the mutually beneficial achievement of business plans & personal goals of staff, stack holders & consumers.

**Personal Skills**

* Enjoy working in a Team as well as individually.
* Effective communication & problem solving skills.
* Able to perform multi-tasking as per the requirement.
* Able to work under pressure environment.
* Expertise in presentation and training skills at highest level.
* Excellent Interpersonal communication skills (English, Urdu, Punjabi, Can understand and read basic Arabic and Persian).
* Able to handle high risk escalations and disputes.
* Excellent Knowledge and use of Microsoft Office and Windows.

**Personal Information**

**DOB:** 5thSeptember 1990

**Marital Status:** Single

**Nationality:** Pakistani

**References**

References are available on request.