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Candidate CV No : 342711

E-mail Address : cvcontacts@gulfjobseekers.com

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I have appointed Gulfjobseeker.com as my HR Consultants,

Please send them your company details to get my contacts.



**Erum Ashraf Mehmood**

**OBJECTIVES*:***

Looking for a valuable career path where I could utilize my skills, knowledge and potential that provides me future success in monitory terms & healthy experience, as I am young energetic, hard working with capability to work under stress.

**ACADEMIC QUALIFICATION:**

* **Masters,** 2009, Clinical Psychology, University of Karachi.

**COMPUTER SKILLS:**

* Microsoft Office 4 Years

Microsoft Excel 4 Years

Microsoft Word 4 Years

Microsoft PowerPoint 4 Years

* Microsoft Outlook, etc 4 Years

**JOB EXPERIENCE:**

**Organization Name:** Karachi Vocational Training Center, Pakistan

**Designation:** Assistant in administration and Shift Supervisor

**Duration:** Sep 2012 – Sep 2014

**Company Name:** Warid Telecom (Pakistan)

**Designation:** Telesales representative

**Duration:** Sep 2014 – Sep 2016

**RESPONSIBILITIES AS OFFICE ASSISTANT:**

* Expert in working in Microsoft office, able to use Excel, Word, and Clinic Software independently as well as use of Microsoft outlook
* Respond to inbound and outbound calls timely and effectively
* Answer, screen and forward any incoming phone calls while providing basic information when needed.
* Serve visitors by greeting, welcoming, directing and announcing them appropriately.
* Receive and sort daily mail/deliveries/couriers.
* book appointments on the phone
* Achieved assigned target by company and put quality of work at first
* Provided presentations about Tracking and maintaining Customer Data
* Provided high quality of services to the customers with having good communication skills and impressive personality
* Handling customer objections effectively and with passions and also guide according their psychology
* Maintain appointments and update about it
* Organize events and workshops
* Conducted rounds and supervise current affairs
* Preparing tracking of working
* Coordinating and assisting in events (e.g., visits, presentations) and supports the internal and external interfaces of the Departments/Division/Section and schedules/follows up on appointments and meetings etc
* Conducted rounds and supervise current affairs
* Keep under supervision all working of rotations
* Demonstrates proficiency in using PC, fax/photocopy machine and other office equipment.
* Ensures confidentiality of information handled.
* Organize appointments, write memos, letters & forms and maintains files.
* Drafts routine memos following guidelines from superior and type letters.

**RESPONSIBILITIES AS TELESALES REPRESENTATIVE:**

* Respond inbound calls as well as assist customers who have specific inquiries.
* Built outbound calls to
* produce leads.
* Build customer’s interest in the services and products offered by the company.
* Update the existing databases with changes and the status of each customer/prospective customer.
* Arrange for the dispatch of products, information packages, brochures etc. to clients and other interested parties.
* Follow up the calls of the client with clerical duties which includes faxing, filling up paperwork, doing checks on credit references as well as liaising with other departments.
* Dealt customers according their psyche, likings and objections.
* Deal with customers via telephones and instant messages and persistently and persuasively convert leads into sales.
* Provided presentations about Sales Transaction, Tracking Customer Orders and maintaining collection of Customer Data.
* Professionally presents brand, product or services to potential customers.

**LANGUAGE:**

* English
* Urdu
* Hindi

**VISA STATUS:**

* Visit Visa

**PERSONAL INFORMATION:**

Name: **ERUM ASHRAF**

Date of Birth: **28, Dec, 1983**