**AMER** (MBA-Marketing)



Dubai UAE, Deira

+971505891826

[Amer.344353@2freemail.com](mailto:Amer.344353@2freemail.com)

**Qualification**

**MBA (Marketing)**

University of Karachi

(3.2 GPA)

**Bachelors in Commerce**

University Of Karachi

(2nd Division)

**Intermediate**

Govt. Dehli College

Pre-Engineering

(B Grade)

**HSC**

St. Jude’s High School

Science Group

(A+ Grade)

**Professional/ IT Certifications**

MS Word

MS Excel

MS Power point

Able to work on different windows and browsers

**Languages**

English

Urdu

Hindi

Punjabi

**Career Summary**

Eight years Experience of International Telemarketing and Customer Service.

High-energy Supervisor successful in building and motivating dynamic teams. Cultivates a company culture in which staff members feel comfortable voicing questions and concerns as well as contributing new ideas that drive company growth. Organized and diligent with excellent written oral and interpersonal communication skills.

**Professional Experience**

**IBEX GLOBAL (TRG) – USA Campaign**

**Inbound Sales Supervisor**

**15th Oct 2014 – Till to date**

**Key Responsibilities**

* Assist in the formulation of targets for individuals and teams
* Monitoring of performance and analysis of reports in order to derive improvement plans
* Resolving of any issues on the clients' site and cooperation with respective other departments
* Answering questions from staff and providing guidance and feedback.
* Anticipate escalation and take over calls when needed
* Devise ways to optimize procedures and keep staff motivated.
* Ensure adherence to policies for attendance, established procedures etc.
* Prepare monthly/annual results and performance reports.
* Keep management informed on issues and problems.

**CRE8SOLUTIONS (Canadian Campaign) 15th Nov 2011 – 30th Jun 2014**

**Sales Team Leader:**

* Manage a team to deliver expected sales results by making outbound calls to establish lead lists and handle inbound calls.
* Supervision and development of the Call Center Sales Team, including hiring, disciplinary actions, setting daily, weekly, and monthly sales goals, counseling and training, evaluating performance, and directing work assignments to ensure effective departmental operations.
* Lead daily sales action planning meetings with individual Sales Representatives.
* Provide guidance, counseling, coaching and/or disciplinary actions when needed for performance deficiencies and/or violations of company policies.
* Identifying opportunities and present logical solutions for business and process or systems improvements.
* Workforce management, including productivity, forecasting, analysis of shift patterns and their impact on service levels.
* Other projects and tasks as assigned.
* Close the sales.
* Coach and motivate the agents so that they can reach the targets set for them.

**MASS TECHNOLOGY – Canadian Campaign 1st Oct 2010 - 30th Oct 2011**

**Telesales Representative:**

* Deliver prepared sales talks that describe products or services, in order to persuade potential customers to purchase a product or service.
* Adjust sales scripts to better target the needs and interests of specific individuals.
* Obtain customer information such as name, address, and payment method, and enter orders into computers.

**DATA ZONE – (CANADIAN Campaign) 1st Feb 2009 – 31st Sep 2010**

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**Personal Information**

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| --- | --- |
| Date of Birth | 30th July, 1988 |
| Nationality | Pakistani |
| Marital Status | Single |
| Languages | English , Urdu , Punjabi |