**Faisal**

Curriculum Vitae



**Sales Executive/Customer Relation Officer**

**MBA (Project Management)**



**QR CODE:**



**Faisal**

Faisal.353243@2freemail.com



**CAREER OBJECTIVE**



To develop my career as Customer Services, Sales Executive and Business Development that leads to further growth in my professional skills and personal satisfaction by utilizing my skills and ability to work for the growth of an organization.



**CAREER SUMMARY**



A highly successful **Sales Executive/Customer Relation Officer,**regional and branch representative with more than 3 years of experience all around the **Pakistan & UAE.** Skilled in all aspects of Customer Relation Officer & Sales Executive, developing customer reports, resolving problems. Hands on experience of providing professional services, statements, documentation, vendor negotiations, and customer relations. Easy going by nature and team player able to handle all issues and resolve problems. Proven ability to manage multiple assignments efficiently while meeting tight deadline schedules.



**SKILLS AND EXPERTISE**



* Enter customer’s data as per defined standard operating procedures.
* To meet all the other quality benchmarks established based on Etisalat

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| management. |  |  |
|  Positive Attitude, goal oriented and team player. |  |  |
|  Satisfaction of customers. |  |
|  Ensure to provide the highest quality of services to customers. |  |  |
|  Handle the customer queries and solve them. |  |
|  Attend the meetings with Etisalat top management. |  |  |
|  Launch the Etisalat new offers. |  |  |
|  Take inbound calls and satisfy customer’s needs. |  |
|  |  |  |
|  Achieve established standards for call handling quality and productivity. |  |

 To resolve the complaints of customers over the call and launch system complaints.



To identify and handle customer inquiries.

Enter customer’s data as per defined standard operating Procedures.

To meet all the other quality benchmarks established Based on consumer feedback and surveys.

Positive Attitude, goal oriented and team player.

Ensure compliance with all company / client policies,

Procedures and practices.

Good communication skills.

To ensure that highest level of quality customer care is delivered and all problem incidences are reported and highlighted.

**EXPERIENCE DETAILS**



**Etisalat UAE**

**Leading telecommunication company in UAE.** **December 2014 to December 2016.**

**Sales Executive**

* **Job Responsibilities:**
	+ Excellent communication and clients relation capabilities.
	+ Team building to achieve a organization objective.
	+ Verification of daily sales and preparing sales reports.
	+ Positive attitude, goal oriented & team player.
	+ Launch the Etisalat new offers.

**Telenor Pakistan**

**Leading telecommunication company in Pakistan.**

**April 2012 to March 2014.**

**Customer Relation Officer**

* **Job Responsibilities:**
	+ To take responsibility for being the first point of contact for all callers to the Customer Service Centre and ensuring that a high quality of service is delivered at all times.
	+ To ensure that all calls to the Customer Service Centre are dealt with promptly,

in line with agreed standards and targets.

* To have full knowledge and ability to access all services, including translation services to help meet the individual needs of our customers.
* To establish, develop and maintain effective working relationships with all work colleagues.
* To ensure a ‘one team approach’ to the delivery of the Customer Service Centre’s performance standards and the business objectives.

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|  | **QUALIFICATIONS** |
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| **MBA (Project Management)** | 2011 |
| **B.Com, University Of AJ&K (Pakistan)** | 2008 |
| **HSSC, Garrison Science College (Pakistan)** | 2005 |
|  |  |
|  | **SOFTWARE SKILLS** |
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* **Microsoft Office:** Word, Excel, PowerPoint and Outlook.
* Siebel, Tracker, Smart Agent.
* CBCM, KR Portal.



**PERSONAL DETAILS**



**Visa status:**

**Date of birth:**

**Nationality:**

**Language known:**

**Marital status:**

**Notice Period:**

Visit Visa

March 07, 1988

Pakistan

English / Urdu/Punjabi

Married

Immediate



**REFERENCES**



**Available Upon Request**