**SALMAN**

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**CAREER OBJECTIVE:**

* I am seeking employment with a company where I can use my talents and skills to grow and expand the company. While I experience advancement opportunities, I want to excel in this field with hard work, perseverance and dedication.

**SUMMARY:**

* I have 5 Years of experience in Consumer Service Representative (CSR) in K-Electric and have a sound knowledge of Word, Outlook and Excel Including SAP CRM is a plus, in dealing with consumers.
* Equipped with dedicated work with time frame.
* Skilled at learning new concepts quickly, working well under pressure and follow instructions, communicating ideas clearly and effectively.
* Excellent verbal communication skills will be utilized in providing support and assistance to service staff and consumer
* Dynamic team player, accustomed to perform in extremely competitive environment with an emphasis on working within limited resources.

**COMPUTER SKILLS:**

* SAP
* CRM
* Microsoft Office
* Internet browsing
* Hardware and Trouble Shooting

**LANGUAGE PROFICIENCY:**

* English & Urdu (Can speak, understand and write)

**PROFESSIONAL EXPERIENCE:**

**KE. Karachi Electric Pvt. Ltd**

Consumer Service Representative (CSR) at

Maintenance & Complaint Center (M&C)

[Sep 2012 - Mar 2017]

**Responsibilities**:

* Leading a team of CSRs, working round the clock in 3 shifts on complaints processing and its rectification system of SAP CRM.
* Responsibilities to process and execute tickets on SAP CRM generated by call center 118, data execution and detailed analysis and reporting, maintaining and preparing the reports of complaints with Excel (Pivot Table, VLOOKUP) skill on hourly and daily basis.
* Continuous coordination b/w M&C head management and call center 118 via e-mail 118 to ensure timely resolution of complaints and smooth working of day to day operations
* Updating call center 118 of all major and minor HT and LT faults at NSIS.

**EFU Life Assurance**

Sales Consultant

[Jan 2010 – Jul 2012]

**Responsibilities:**

* Meets with customers in a sales environment to drive product sales and knowledge.
* Demonstrates advanced products knowledge.
* Adheres to any and all company policies and procedures.
* Makes sales appointments with clients.
* Teams with other employees to make sure that product are available in company.
* Generates new leads by meeting with consumers.
* Follows up with any clients to make sure that they are satisfied with product.
* Assembles any and all product displays in a given market.
* Discovers how to company products to new users.
* Understands how to make products appeal to consumers based on the environment and current trends.
* Teaches other sales consultants how to make sales to potential consumers.
* Discovers target markets and advantages of other companies.
* Demonstrates advanced sales knowledge.
* Always looks for new ways to make products attractive to customers.

**ACADEMIC EDUCATION:**

* Graduation B.com (Commerce) Pakistan 2003
* Intermediate (Commerce) Pakistan 2000
* Matriculation (Science) Pakistan 1998

**Interest & Strengths:**

* Possess pleasant personality, naturally mingle into the team. Manage team work through appreciation and constant support for other team players.
* Proven capabilities of managing & delivering multiple projects simultaneously well within deadlines & budgets.
* Able to handle pressure and work-load elegantly & tactfully.
* Obtain results through prevailing artifacts and notations.
* Continuous implementation of new ideas for maximum performance.
* Consumer orientation.