**Muhammad**

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**OBJECTIVE:-**

“Looking for a career not a job in an organization where employees and customers are valued and opportunity of growth is available as per performance and Learning opportunities are always open for skills Enhancement and Personality Development.”

***7 YEARS EXPERIENCE IN DIRECT SALES AND BUSINESS DEVELOPMENT***

***WITH ETISALAT TELECOM, DU TELECOM, Kanzo AG Group, PAKISTAN INTERNATIONAL AIRLINES.***

**Experience and Achievement Summary:-**

* 6 Months Experience as Senior Sales Supervisor in Etisalat UAE**.**
* *Achievement = AED 200 K/ Monthly Average Sales in Etisalat consumer and Business Plans.*
* 2 Years’ Experience as Senior Sales Executive for DU Telecom with Samsons Group, Dubai
* *Achievement = 130 Apple phones/Samsung with DU Postpaid Packages/Monthly Sales*
* 4 Years’ Experience as Sales Executive in Pakistan International Airlines Multan Pakistan**.**
* *Achievement = 250K/ Monthly Revenue given to Airline as per Ticketing and Tour Planning*
* 1 Year Experience as Sales officer in Kazno Ag group (Evoyel Group Multan Pakistan**.**
* *Achievement = 100 K/ Monthly Revenue given to Company as per Agro*

*Products.*

My Competitive Edges and Key Expertise’s:-

* Huge contacts database of high net worth customers up to 30,000 customers.
* Excellent communication skills in English with 7 bands in IELTS
* In-depth knowledge of **UAE** market.
* Target oriented, able to achieve sales targets and goals.
* Knowledge of marketing strategies to gain business from multiple channels and open new lines for business
* Highly brave to face challenges in trouble situation and cool mind to sort out for ultimate solution.
* Strong technical knowledge of system and experience of working different software in banks
* Strong grip in MS excel, word and power point.

**EDUCATION BACKGROUND:-**

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| --- | --- |
| **Qualification** | **Majors** |
| **B.com** | *(Majors in Commerce)* 2010  Bahuddin Zakariya University Multan Pakistan. |
| **D.com** | (Accounting, Business Studies & Computer Studies)2007  International College of Commerce |
| **High School** | (Science Subjects) 2004  Garrison Cadet School Multan |

Experience Details and History:-

Designation: Senior Sales Supervisor

Organization: Etisalat Telecom Outsourced by Samsons Technologies

Division: Sales and Customer Support Group

From: OCT 2016 to Till Now

Target Market: Direct Consumers Small & Large companies

Responsibilities:-

* *To act as the customer interface representing Etisalat’s brand values whilst maximizing sales revenues and providing excellent level of customer service in the retail channel.*
* *To identify customers’ needs and expectations and serve them in a friendly manner demonstrating Etisalat’s brand values at all the times.*
* *To deliver exceptional customer service through retail experience by providing*
* *Information on all of Etisalat’s products and services to help the customer to make suitable choices.*
* *Achieve the individual agreed quantitative sales targets for different product and services.*
* *To contribute to the agreed team quantitative sales targets.*
* *To ensure that all policies and procedures are adhered to, including Retail Sales and*
* *Company specific policies and procedures.*
* *Handle different forms of payments including cash and credit cards, ensuring adherence to the agreed policies and procedures at all the times.*
* *Work collaboratively with the team to ensure company image and brand values are illustrated at all the times.*
* *Provide feedback for continuously improve the overall customer experience.*
* *Provide full range of after sales services and seek first step resolution whenever possible on any issues.*
* *Ensure and update knowledge of all retail systems to ensure streamlined effective services.*
* Check and display stock as required and ensure shop appearance is always in line with the standards.

Designation: Senior Sales Executive

Organization: DU Telecom with Samsons Group, Dubai

Division: Sales and Customer Support Group

From: Feb.2014 to Sep.2016

Target Market: Direct Consumers & Small & Large Business.

Responsibilities:-

* *To act as the customer interface representing du’s brand values whilst maximizing sales revenues and providing excellent level of customer service in the retail channel.*
* *To identify customers’ needs and expectations and serve them in a friendly manner demonstrating Du’s brand values at all the times.*
* *To deliver exceptional customer service through retail experience by providing*
* *Information on all of Du’s products and services to help the customer to make suitable choices.*
* *Achieve the individual agreed quantitative sales targets for different product and services.*
* *To contribute to the agreed team quantitative sales targets.*
* *To ensure that all policies and procedures are adhered to, including Retail Sales and*
* *Company specific policies and procedures.*
* *Handle different forms of payments including cash and credit cards, ensuring adherence to the agreed policies and procedures at all the times.*
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* *Ensure and update knowledge of all retail systems to ensure streamlined effective services.*
* *Check and display stock as required and ensure shop appearance is always in line with* the standards.

Designation: Sales Executive

Organization: Pakistan International Airlines Multan Pakistan.

Division: Airline Ticketing and Tourism

From: Oct.2008 to Sep.2011

Target Market: Direct Consumers.

Responsibilities:-

* *Organizing sales visits*
* *Demonstrating and presenting products*
* *Establishing new business*
* *Maintaining accurate records*
* *Attending trade exhibitions, conferences and meetings*
* *Reviewing sales performance*
* *Negotiating contracts and packages*
* *Aiming to achieve monthly or annual targets.*

Designation: Field Sales Officer

Organization: Kanzo Ag (Evoyel Group) Airlines Multan Pakistan.

Division: Airline Ticketing and Tourism

From: Nov.2012 to Sep.2013

Target Market: Agriproducts

Responsibilities:-

* *Identify, pursue and close sales opportunities for a broad range of financial products and services.*
* *Manage complex, multi-product client relationships as the primary Middle Market Banking representative.*
* *Coordinate the sales and service efforts of multiple internal business partners, including coordinating with the core middle market bankers to ensure proper coverage of all Agribusiness & Food prospects.*
* *Proactively market to clients and prospects, represent the Middle Market in local banking and business communities, and develop a network of referral sources.*
* *Collaborate with credit underwriting team on analysis, structuring, negotiation, and documentation of credit requests.*
* *Strictly comply with all regulatory and firm-wide rules, policies, and procedures.*

# Language Skills:-

* *English, Arabic, Urdu*