SUMMARY

Previously I was working as a customer service provider on the designation of sales executive before that I was dealing with clients over the helpline in the same organization and I have multiple responsibilities to perform during my job, I was responsible to hear the issues and complaints of clients calmly and answer their issues properly and launch troubleshoot if necessary for their issues and also ask for feedback after issue resolved. Apart from all these responsibilities I had also monthly targets to achieve in any case which is more competitive thing to do in my job also managing KPIs too.

**Awais**

**Email:**

Awais.369741@2freemail.com

**Gender:**

Male

**Nationality:**

Pakistani

**Date of Birth**

18-08-1994 (23 years old)

SKILLS

* **Technical Skills**:

MS-Office(full package),Accounting Software(peachtree),

 Hardware(Networking),Software(installation & Updation)

* **Professional Skills**:

Communication and negotiations skills, Deadline management

 Willing to be a part of time, grow in the organization

* **Personal Skills**:

Enthusiastic, Self-Motivated, Well Dressing sense,

Professional Attitude, Time Management

EXPERIENCE

**Sales Executive** (Assistant Manager sales,january 2016 – February 2017)

During 1 year and 1 month experience

* Sales Executive in Mobilink a vimpelcom project for telecommunication in pakistan,
* controlling all sales and marketing projects, cold calling projects,
* inboun/outbound calling, developed sales techniques,
* improved product knowledge according to client's requirements, Upsell all new announced products in market and getting feedback from the users, upfront and telephonic co-ordination with clients,
* managing all accounts of clients upfront, directly reporting to the manager of the concerned branch,
* responsible to increase the business, leading the franchise, team building, leading the other members accordingly.

**Customer Care Representative** (Sales and Marketing OG-1, january 2014 – December 2015)

During 2 years experince

* Customer Care Representative in Mobilink a vimpelcom project for telecommunication in Pakistan,
* Controlling the call flow over the helpline, cold calling, receiving incoming/outgoing queries,
* Worked under flexible timing, managed all complaints registered by clients, Quick response on the query of client,
* Worked in both circumstances(inbound/outbound), team work, team bounding,deal with national and international clients,

EDUCATION

**Bachelor of Commerce** (University of Punjab, Pakistan – 2011 –2013)

**Intermediate** (BISE,lahore Pakistan – 2009 -- 2011)

**Matric** (BISE,lahore Pakistan --2009)

**MS-office** (Certified)

**AccountIng Software** (Certified)

**English speaking** (Certified)

ACCOUNTANT DIPLOMA

* Certified for the professional accounting diploma.
* Worked in peachtree,tally etc...
* Learned for organizing database for the organizations or companies

COMPUTER DIPLOMA

* Certified for computer specialist diploma in MS-office(full package)
* Word, Excel, PowerPoint, access, notepad.
* Able to edit and making new documents and presentations with managing all database
* Typing speed, 45-50 words per minute

TRAININGS

5 trainings attended during vimpelcom project.

* Mobilink training program held on Tuesday,Wednesday 4 & 5 November 2014, Purpose for sharpen your peoples Management Skills.
* Brilliant communicator held on Thursday 02 October 2014, purpose to achieve full command on communication.
* Stress Management held on Tuesday 16 September 2014, to manage stress in stressful environment.
* Effective Communication skills held on Thursday 24 April 2014, to learn usage of effective phrases during communication to convince someone.
* Experience for a better everyday held on Thursday 27 March 2014, to learn self motivation, self control and improve daily healthy activities.

LANGUAGES

* English. Speaker/writer/reader/listener
* Urdu. Speaker/writer/reader/listener
* Hindi. Speaker/listener

LANGUAGE COURSE

* 3 Months Certification from PACANS(British Council)
* Completed a Project on writing

OBJECTIVE

To use my sales and marketing oriented skills in the best possible way for achieving the company’s sales goals and also Sales Manager Position where my skills and experiences can be effectively utilized for increased profitability and product sales volume by developing a dynamic team.