**Imran**



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Add: AJMAN - UAE

## PERSONAL SUMMARY

To work in a prestigious company with an environment which is mentally challenging and offers an opportunity for personal growth, where in I can impart my skills, abilities and knowledge obtained from previous work experiences.

## CAREER HISTORY

## Company: EXPO Marketing Group

Designation: Tele sales Team Leader

Period: From May 2015 to Sep 2017

Country – City: UAE – AJMAN

**Key Responsibilities:**

* Placed sales calls to current or inquiring customers
* Provided reports of all sales results including customer comment or complaints
* Attended meetings and read information regarding company services to remain fully educated
* Entered all customer information into company database keeping confidentiality in mind at all times
* Helped customers solve problems by changing or adding to their service.

## Company: UPS (United Parcel Services- Courier Company)

Designation: Customer Services Representative

Period: From June 2013 to FEB 2015

Country – City: Pakistan – Sialkot

**Key Responsibilities:**

* Engaging in conversation with customers.
* Preparing invoices at the time of service and processing payment.
* Carrying out customer service assessments to identify and priorities needs.

Confirming orders placed by customers via the phone, post and internet.

## Company: TCS (Courier Company)

Designation: Customer Services Representative

Period: From Dec 2009 March 2013

Country – City: Pakistan - Sialkot

**Key Responsibilities:**

* Answering customer questions regarding products / Services.
* Organizing the shipping of goods to customers.
* Listening out for and identifying opportunities to cross sell additional products and services.
* Logging information at computerized systems.
* Meeting and greeting customers in a friendly and timely manner.
* Engaging in conversation with customers.
* Preparing invoices at the time of service and processing payment.
* Carrying out customer service assessments to identify and priorities needs.

**ACADEMIC QUALIFICATIONS**

* **Degree:** B.COM (Bachelor of commerce) **2004**

Institute: University of the Punjab (Lahore)

Country: Pakistan

* **Diploma:** D.Com (Diploma of Commerce) **2000**

Institute: Punjab Board of Technical Education (Lahore)

* **Certificate:** Secondary School Certification **1998**

Institute: Board of Intermediate & Secondary Education (Gujranwala)

**IT Skills**

* Microsoft Word
* Microsoft Excel
* *Explorer and Internet Surfing*

**Personal**

* Able to deal with frequent changes in the work environment.
* Willing to work additional hours if required.
* Available for weekends and evening work.
* An ability to organize and present information for a varied audience.
* Flexible with regards to work location.

**Personal Information**

Nationality: Pakistani

Date of birth: December 03, 1982

Visa Status: Own free zone visa

Passport Issue date: Nov, 2013

Passport Expiry date: Nov, 2018