Faisal

UAE

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PROFILE

*A well presented, polite, tactful and friendly individual who is able to combine a polite manner with razor sharp efficiency. Able to do more than just answering questions, also has a proven track record of building relationships by providing information on additional products and services and helping customers find the right ones to meet their needs. Processing a excellent telephone manner and the ability to communicate with all levels of customers, able to contribute to the growth of any business.*



SKILLS **Product Knowledge Target Driven Up selling/Cross selling**

**Customer Service Communication Team Leader**

**Client co-ordination Sales Oriented Resolving problems**



EXPERIENCE **Noon Express, Dubai UAE.**

**Customer Service Representative**

**Feb 2017 – Jul 2017**

Duties & Responsibilities to:

* Taking ownership for queries from first contact to resolution.
* Processing orders, forms, applications and requests for information.
* Interacting directly with potential, new and existing clients.
* Development, maintenance and retention of customer relationships.
* Accurately updating administrative records.
* Promoting products and services.
* Resolving face to face, telephone and email queries quickly and to completion.
* Implementing agreed promotional activities.
* Monitoring until completion outstanding orders and enquiries.
* Processing customer registrations.

**Maxima Capital, Dubai UAE.**

**Relationship Officer**

**Sep 2016 – Feb 2017**

Duties & Responsibilities to:

* Identifying potential customers and sell products and services to increase customer base.
* Handling daily individual day to day activities of sales.
* Maintaining good customer relations.
* Retaining the best services and products to the customers.
* Selling additional services by recognizing opportunities to up-sell, explaining new features and benefits.
* Determining requirements by working with customers.

**Waheed Entrepreneurs, Pakistan**

**Sales Executive**

**Dec 2012 – Jun 2016**

Duties & Responsibilities to:

* Identify prospective clients in the assigned region and prepare client data base while verifying contact details.
* Meet clients and conduct product demonstrations while explaining the benefits of the product over other brands.
* Communicate with existing clients to resolve their queries and problems and to generate new leads.
* Prepare sales and collection reports and presentations to discuss progress/regress in collection revenue.
* Developed database with the regional sales manager.
* Generated leads from the existing clients and converted all leads into clients by offering customized solutions.
* Retained clients who were unsatisfied by the services and offered them compensatory package while resolving issues related to service malfunctioning.
* Prepared periodic reports and presented those during team meetings.

**Awan Dyeing House Pvt Ltd, Pakistan.**

**Sales & Marketing Representative**

**Sep 2010 – Nov 2012**

EDUCATION **Bachelor of Arts**

University of Punjab