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| **Maryam** Sales & Marketing | Client/Project Management | Customer ServiceE-mail: **Maryam.380954@2freemail.com****Visit Visa(long term)** | C:\Users\ACER1\AppData\Local\Microsoft\Windows\INetCache\Content.Word\IMG-20180121-WA0007.jpg |
| I am a versatile personality, can take responsibilities and pressures along with multi- tasking operations. An **A*sset*** for the organization & Senior Management in terms of Sales, Marketing strategies, B2B Meetings, Project Management, Client Management, Service, Support & Relationship building. Well versed with PR in the market, Communication, Presentation, Interpersonal & J***udgemental skills.***  |  |
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| **Experience Snapshot** |  |
| **Ali Trading** Receptionist and Administrator,(UAE). Feb17 – Mar18**Freelance Visa** MWK Pro-Business Services and Sep 16 – Jan 17Freelance Visa Concern, (UAE). **Kumsung Surgical** Kumsung Dental Mirror Surgical Co.(Pak) Jun 15-Jul 16Sales Associate & Cashier.**Pakistan Cargo** Senior Cargo Customer Services. Sep 12---May 15

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| **Faysal Bank Ltd.PAK**  |  Faysal Bank Limited (PAK) –  Personal loan & Document  |  Sep11 – Sept 12 |

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| **Proven Job Role** |  |
| * **Ali Al-Ketbi Trading**
* Generate records of Sales and Revenue of the Company for Revenue Department.
* Satisfy customer needs and inquiries.
* Communicate with internal and external customers and suppliers to deliver best services.
* Respond to queries from customer.
* Making call to new customers to introduce company offers.
* **Pakistan Cargo**
* Generate records of Sales and Revenue of the Company for Revenue Department.
* Satisfy customer needs and inquiries.
* Communicate with internal and external customers and suppliers to deliver best services according to the policies and procedures.
* Respond to queries from customer in relation to Export and Import Documents.
* Making call to new customers to introduce company offers.
* **Free-Lance Visa Services Concern (UAE)**
* Satisfying customers need on call.
* Providing expert services to the customer as per their requirement.
* Online Marketing
* **Faysal Bank Limited (PAK) – Personal loan & Document**

 * Dealing with existing customers located in local market.
* Handling documents of loans.
* Personal loans verification of applications.
* Processing of loan applications.
* Vetting required documents.
* Purchasing telecommunication equipment’s from vendors and supply to local market.
* Maintaining the accounts and collection from local market.
* **Kumsung Dental Mirror Company(Pak) – Sales Associate & Cashier**
* Greeting customers and assisting them in selecting the right items.
* Ensuring the necessary stock is laid out and displayed in order to attract customers.
* Maintaining records of inventory inward and outward.
* Handling the POS system in order to process transactions, refunds, and exchange of items.
* Tallying money in the cash drawer during the beginning and end of shifts.
* Achieving store targets and individual targets.
* Working for extended hours in order to maximize sales.
* Promoting the Club Apparel sales and Loyalty Program to customers.
* Ensuring the safety of store at all times.
* Determined the needs of customers.
* Diagnosed problems of particular products enlarge numbers and reporting to the company and concerned department.
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| **Expertise – Capabilities** |  |
| **Sales & Support***Operational, Social Media and functional activities* to increase organization’s *brand identity. KPI and CMS based system planning* for the organization’s better structure towards *revenue generation* and completing sales target as advised. Take active part in learning and development. Interactive *project meetings, identifying loop holes, direct reporting to Manager, Senior Manager, VP and CEO.***Customer Service/ Support**Highly skilled and trained to assist *customer queries* and resolving their issues to retain clients. *Catering through Live Chat, Phone, Email B2B and B2C meetings. Qualified with US accent, business ethics & multiple tasking capabilities*. |

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| **Educational Qualifications** |
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| **Master in English** **Major:** English **Bachelors of Commerce****Majors:** Accounting, Information Technology |
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| **Other Qualifications** |

* Diploma in Office Management.
* International English Language Testing System.
* Focus Humanitarian Assistance Pakistan
* Attended a workshop of ( 1 week)

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| **Major Achievement and Language**  |
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| * Participate in 1122 Rescue Program
* Participated in Charity programmer EDHI Foundation , Sundas blood bank & Shoukat Khanum Hospital.
* English, Urdu and Hindi.
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**Reference:** will be provided on demand.