Tarique

(On visit visa in UAE valid up to Oct. 1, 2018)

Email: tarique.382376@2freemail.com

Core Competencies

Customer Support | Sales | Office Management & Reporting | Communication | Business Research | Export Sales | E-Commerce | Call Center

Key Abilities

* CRM • Google Search Operators
* ERP • Excellent Verbal and Written communication in English
* Customer Support Suite & Ticketing System • Presentation Skill
* Microsoft Excel, Word & Outlook

Experience

Industrial Development & Engineering Associates ([www.idea.com.pk](http://www.idea.com.pk)) January 2016 - January 2018 Deputy Manager Sales & Customer Services (Karachi, Pakistan)

Company Business: Import & Export

* Managed the complete office.
* Manage day to day business operations of export sales, services, call center and back office (online research, marketing and CRM).
* Provide training to the staff on effective prospecting and lead development strategies.
* Monitor employee productivity and optimize procedures if needed.
* Consistently meet the sales target.
* Conduct business research on import & export.
* Always look for innovative ways of improving marketing, sales, services, staff performance and motivation.
* Developed the internal strategy and plans for quality assurance & operational system improvement.
* Designed Customer Services SOPs and JDs.

TradeKey Pvt. Ltd. ([www.tradekey.com](http://www.tradekey.com)) September 2008 - December 2015

Assistant Manager - Sales 8t Service Delivery (Karachi, Pakistan)

Company Business: E-Commerce

* Managed E-Commerce Sales & Customer services operations.
* Served the customers face to face.
* Also handled and resolved queries & complaints of international customers through ticketing system, email, Skype, QQ, WeChat, WhatsApp and calls.
* Coordinated with different departments for the prominent delivery of services.
* Ensured customers satisfaction through quality customer services.
* Worked on Trade Shows and their complete management for the VIP clients of TradeKey.

**Other Skills:**

• Strong

interpersonal skills

* Ability to lead and motivate
* Customer Service expertise
* Management and negotiation skills
* Knowledge of SEM and SMM
* Knowledge of SEO based content writing

**Achievements;**

Specialties:

* Received personal and department performance award in 2016.
* Received award for achieving 100% clients retention in Quarter 1 of 2015.
* Remained Top Performer for both Services and Retention Sales for the years 2013 and 2014.
* Worked on system improvements.
* Trained new employees.

Academic records with year of completion

1. Hamdard Institute of
Management Sciences (Karachi, Pakistan)

Master in Business Administration (MBA) (Marketing) 2012

(CGPA: 3.5/4.0)

1. Sir Syed University of

Engineering and Technology (Karachi, Pakistan)

Bachelor of Science (BS)

(Division: First)

Personal Information

Gender : Male

Nationality : Pakistani

Date of Birth : 24-04-1983

References

(Computer

Engineering) 2007

* Ability to
generate sales
revenues by
leading a team
* Customer Care
Operations
* High on Initiative
* Team Building
* Problem Solving

References will be produced upon request.