

Yasir

**Email Address Address Visa Status**

**:** [yasir-397840@gulfjobseeker.com](mailto:yasir-397840@gulfjobseeker.com)

: Bur Dubai - UAE.

**: Employment** Visa

**Objective**

: Seeking a challenging opportunity as a contributing member in

a reputable organization, where i can utilize my academic knowledge and professional skills to achieve a bright prospect by being an asset for the organization. I believe that dedication and hardworking is the key to success.

**Academic Qualification**

Bachelor in Commerce (B. Com) - University of Karachi, Karachi, Pakistan

Intermediate - Commerce College Karachi

**Technical Qualification**

* Soft Skills Individual and Group Training.
* Microsoft Office in Excel & PowerPoint.
* Marketing Communications ability to translate ideas and concepts across organizational levels.

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| **UAE Experience** | |  |  |  |  |
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|  | **Designation** |  | **Sales Executive** |  |  |
|  | **Duration** |  | **Apr 25 till date** |  |  |
|  | **Responsibilities** |  |  Increase credit card customers by tele-calling and |  |  |
|  |  |  | outdoor sales |  |  |
|  |  |  |  Engage and educate customers on product usage |  |  |
|  |  |  |  Convey brand information to customer and respond |  |  |
|  |  |  | to questions/inquiries that arise |  |  |
|  |  |  |  Responsible for daily/monthly sales target |  |  |
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|  | **Company** |  | **Esal Trading** |  |  |
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|  | **Designation** |  | **Promoter** |  |  |
|  | **Duration** |  | **4th Aug 2017 till Feb 2019** |  |  |
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|  |  |  |  |  |  |
|  | **Responsibilities** |  |  Demonstrate and explain products, methods, in |  |  |
|  |  |  | order to persuade Customers to Purchase products |  |  |
|  |  |  | or utilize sales. In different stores To Merchandise |  |  |
|  |  |  |  To help the customers in different aspects |  |  |
|  |  |  | and suggest the product according to their |  |  |
|  |  |  | needs |  |  |

**Karachi, Pakistan - Experience**

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| **Company** |  | **Jazz** (Mobile operator company) |  |  |
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| **Designation** |  | **Supervisor Operations** |  |  |
| **Duration** |  | **01st July 2016 Till 31st March 2017** |  |  |
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| **Responsibilities** |  |  Handling customer complaints and providing |  |  |
|  |  |  |  |
|  |  | solutions. |  |  |
|  |  |  Providing feedback to management for process in |  |  |
|  |  | improvement. |  |  |
|  |  |  Handling customer queries and providing |  |  |
|  |  | information as per Defined Standards |  |  |
|  |  |  Educating team about telecom products |  |  |
|  |  | and services for (cross Selling) |  |  |

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| **Company** |  | **Jazz** (Mobile operator company) |  |  |
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| **Designation** |  | **Inbound Call Center Executive** |  |  |
| **Duration** |  | **May 2014 to June 2016 (02 Years)** |  |  |
| **Responsibilities** |  |  Ensuring to meet all call centre related KPIs. |  |  |
|  |  |  Entertaining customer’s requests / complaints who |  |  |
|  |  | dial’s helpline. |  |  |
|  |  |  Educating team about telecom products |  |  |
|  |  | and services for (cross Selling) |  |  |
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| **Company** |  | **Warid** (Mobile Tele Communication Service) |  |  |
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| **Designation** |  | **Inbound Call Center Executive – Call Center** |  |  |
| **Duration** |  | **Nov 2012 to May 2014 (02 Years)** |  |  |
| **Responsibilities** |  |  Ensuring to meet all call centre related KPIs. |  |  |
|  |  |  |  |
|  |  |  Entertaining customer’s requests / complaints who |  |  |
|  |  | dial’s helpline. |  |  |
|  |  |  Educating customers about telecom products and |  |  |
|  |  | services for (cross selling). |  |  |
|  |  |  Entertaining customer’s requests / complaints who |  |  |
|  |  | dial’s helpline. |  |  |
|  |  |  Educating customer’s about telecom |  |  |
|  |  | products and services for (cross selling) |  |  |
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| **Company** |  | **K electric** (Karachi Electric Supply Company Ltd.) |  |  |
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| **Designation** |  | **Inbound Call Center Executive – Call Center** |  |  |
| **Duration** |  | **June 2012 to Oct 2012 (04 Months)** |  |  |
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| **Responsibilities** |  |  Direct interaction with customers both inbound and |  |  |
|  |  |  |  |
|  |  | outbound calls. |  |  |
|  |  |  Entertaining customer’s requests / complaints who |  |  |
|  |  | dial’s helpline. |  |  |