**Syeda**

[**Syeda.66302@2freemail.com**](mailto:Syeda.66302@2freemail.com)

**Objective**

A highly motivated and experienced Account Manager / Co-ordination Manager having almost 16 years of multi-vendor national and international sales, customer services and account manager experience is looking for a challenging position in a growth oriented environment where my professional experience and qualifications can be best utilized for the mutual growth of the organization and to show my versatility and proficiency in meeting and exceeding my management experience. Able to commute or relocate any part of UK

**Professional Experience**

**Door to Door Cargo & Courier Services**

**Administrative Assistant [Dec2016 - May 2017]**

Responsibilities: Handling and supervising call centre, Dealing walk-in customers, manage all administrative in-house operations. Organize and manage client data on company software database. Arrange and make outdoor collections.

**Quick Airport (Transport Services)**

**Administrative Assistant [Nov 2015 - Nov 2016]**

Responsibilities: Handling and supervising call centre, Dealing walk-in customers, manage all administrative in-house operations. Organize and manage client data on company software database.

**Alliance Advertising & Marketing**

**Sales & Marketing [June2015 - July 2016]**

Responsibilities: Retain existing customers, attend & conduct customer advertising campaign, Calling & Meeting prospective clients. Making & receiving Sales Calls.

**Edhi International Foundation UK**

**Administrative Assistant [Seasonal 2013 - 2017]**

Responsibilities: Handling and supervising call centre, Dealing walk-in customers, manage all administrative in-house operations. Organize and manage client data on company software database.

**Global Cargo & Courier Services**

**Relationship Manager [July2013 - May 2015]**

Responsibilities: Looking after customer walk in/ online. Manage all in house office routine work. Deal with suppliers and service provider. Collection and served customers outdoor across UK.

**Image Graphic Solutions (3M Pioneer Converter in Pakistan)**

**Account Manager [Aug2006 - April 2012]**

Responsibilities: Retain and extend the business from existing customers. Provide innovative and cost effective turnkey branding solutions to the clients. Coordinate within creative, prepress, production, operation and execution departments to deploy the projects across Pakistan as per customer requirement. Provide consultancy in indoor & outdoor merchandising & campaigns ATL & BTL Advertising and marketing solutions across Pakistan.

Major clients include Shell Pakistan, The Royal Bank of Scotland (RBS) Pakistan, Total Atlas Lubricants Pakistan, Karachi Electric Supply Corporation, United Bank Limited, ZIL Limited, Rado Tissot Pakistan, Ali Gouhar & Company (Authorised dealer of Loreal, Garnier, Maybelline & other famous international cosmetic brands), Domino’s Pizza Pakistan, Silk Bank Pakistan, OOTCL & Bakri etc

**In Print Services (Marketing Solution Provider)**

**Coordination Manager [Aug2005 – Aug2006]**

Manage customer requirements, major customers including; Roche Pakistan & Total Atlas Lubricants Pakistan etc. Deal with supplier and vendor regarding customer projects. Lined-up and furnished Customer’s projects.

**Zain & Co. (Importer and sole distributor of Italian Designer Furniture Aster Cucine & Groohi)**

**Designer and Marketing Coordinator [Jun2003 – May2004]**

Kitchen Interior Designing on Aster’s customized CAD software. Supervise Sales Team, costing, budget & requirements. Deal clients over phone/walk-in, taking care of customers’ accounts, dealing with Customers’ problems & queries. Handle all official correspondence independently. Managing and tracking of inventory.

**Paktel Ltd. (Franchise of A Cable & Wireless Company UK)**

**Sales & Customer Services Officer [Nov1998 - Feb 2000]**

Market services to the existing and new customers. Lead Welcome Team for making and receiving Welcome calls to/from customers. Worked at the Back-end Help-line, Call Centre and Front-line. Resolved complaints on regular basis regarding billing, monitoring on SDM (subscriber data module) activities Customer profile data verification. Take care of all sales related correspondence. After sales support for all user guidance from first mobile use to first itemised billing understandings.

**Cargo & Courier Services**

Worked as an agent provide customer care, sales & administrative services for Pakistan, India, UAE & Europe and DHL services globally. Do Collection and delivery services from and to suppliers. Have a network of suppliers and clearing agents in UK, Pakistan, India, UAE and Europe. Container services for Pakistan, India & Europe. Removal Bespoke services specially for relocation internationally.

**Extra Activities:**

**E Manager (**A distinguish IT and Data Management Services)

Serve as a Field Sales Advisor.

Responsibilities: Present and sell company products and services to current and potential clients, follow up on new leads and referrals resulting from field activity, establish and maintain current client and potential client relationships, achieve set targets whilst enhancing our relationship with our customers, capture market/competitor information & feed this back in a relevant manner.

Successful Projects

[www.buycarspares.co.uk](http://www.buycarspares.co.uk/)

[www.cargoloadltd.com](http://www.cargoloadltd.com/)

[www.regalparcel.co.uk](http://www.regalparcel.co.uk/)

[www.qualityleatherjackets.co.uk](http://www.qualityleatherjackets.co.uk/)

**Proven Key Skills:**

**Responsibilities:**

* Support & backup company’s team with the day-to-day Operation of in collaboration with every department to ensure and sustain the norms and standard where complies.
* Worked closely with the Managers to help administer and implement specific approved concepts in a timely and creative manner which adheres to the core branding strategy as well as achieving the specified tasks.
* Daily Operation includes: Company structure and management co-operations for User/Authority management, Email template management
* Working at the platform vendor to address, resolve, and communicate any issues.
* Manages and troubleshoots regular platform upgrades in collaboration with other departments. Recommends and implements new features as appropriate

**Training**:

* Develops and maintains training resources, guidelines, and policies.
* Trains other staff on how to participate and engage in the company rules and regulations.
* Provides internal and external dealing training where necessary.
* Trains and empowers the staff according to the requirements.
* Encourage to participated staff at a more significant level of competition and other activities to motivate.

**Reporting:**

* Supports in the setup & continued management of internal and external reporting dashboards
* Monitors and measures the performance and operations with the support of provides reports
* Identifies / Reports on current trends to internal teams, advising on opportunities or risks
* Maintain the full infrastructure of the company with up-to-date daily activity simultaneously of projects throughout furnished and afterwards.
* Success stories via presentation and evidences.
* Complete reports of every project after completion with the strength and weaknesses for future projects.

**Computer Literacy**:

Excellent operating skills complete MS Excel, Word and PowerPoint.

Experienced operated Lotus Notes, CMS, CAD and other designed software for companies. Operate any software with guidance.

**Academic Qualifications**

**2017** MBA University of the West of Scotland - (London Campus) UK

**2015** Diploma L6 of Management (Hospitality) Ealing, Hammersmith & West London College - (Hammersmith Campus) UK

**2014** OTHM Diploma L5 of Tourism & Hospitality East London College - London UK

**2003** Bachelors of Commerce Karachi University - Karachi Pakistan

**1998** Diploma of Associate Engineering in Garments Technology Karachi Pakistan

**1995** Intermediate of Commerce Sindh Board of Intermediate Education Karachi, Pakistan

**Languages:**

English & Urdu

**Achievements**

Wonder World (Funland at Lahore) Brand and Activation promotions.

Garments designing and supply to different boutiques.

Advance Grooming (Make-up Techniques) Course.

Event Management Participation (Shows, corporate events and shoots {outdoor & indoor} etc.)

References will be furnished on demand.