**Gulfjobseeker.com CV No:** **8568**

**Mobile +**971505905010 / +971504753686

To get contact details of this candidates

Submit request through Feedback Link

<http://www.gulfjobseeker.com/feedback/submit_fb.php>

**Personal Profile**

* Organised and confident, with an interest in people
* Adaptable with tranferable skills
* Extensive customer liaison experience
* Able to prioritise and meet deadlines
* Efficient and highly motivated
* Willing and friendly approach to peers and clients/customers
* Able to work on my inititative or to demonstrate a high level of team contribution
* Able to meet targets
* Best communication skills

**Education**

**Government College University, Faisalabad**

|  |  |  |  |
| --- | --- | --- | --- |
| **BBA(Hons)** | **2007-2011** | **2.89/4.00 CGPA** | **Banking & Finance** |

**Punjab Board of Technical Education, Lahore**

|  |  |  |  |
| --- | --- | --- | --- |
| **DAE** | **2003-2006** | **B** | **Electrical** |

**Board of Intermediate & Secondary Education, Faisalabad**

|  |  |  |  |
| --- | --- | --- | --- |
| **Matric** | **2003** | **B** | **Science** |

**Research Projects:**

1. Door to Door Banking System.
2. Impact and Growth of Islamic Banking in Pakistan.
3. Food shortage, inflation and poverty in Pakistan.
4. State Bank of Pakistan Monetary policy and Strategic plan.
5. The role of commercial banks in financing small scale industries.

**Computer Skills**

Microsoft Office: MS Word, MS Excel, PowerPoint, Outlook Express

Installation software & Hardware, Accounting Softwares (Peach Tree, Quick Book)

Typing, approx 45wp

**EMPLOYMENT HISTORY:**

**IZZZ (The Divine Living Experience):**

 **10 Sebastian Street, Epping, VIC 3076 Australia**

**Designation: Operations Co-ordinator (CRM specialist)**

**(Faisalabad office)**

October 3rd, 2012 –March 31st , 2014

* Answer phones and respond to customer requests, take orders over the phone and place them to the computer system.
* Coordination with the Warehouse Staff in Australia.
* Keep a strict check and balance on the whole order process starting from order placement to delivery.
* To reduce refund rates and increase the rates of returning customers.
* Identify, Research and resolve customer issues.
* Upsell and cross-sell various products.
* Having experience of Communication with customers from all over the world,

 specifically Australians, top rated suppliers of Australia, and ensure the provision

of excellent customer service.

* Timely placement of orders with suppliers and follow up acordingly.
* To send regular updates to customers regarding their orders. (Delays in shipment,

Out of stock products, Any product ETA. Etc.

* Maintain Financial files and records.
* Managing the stocks on hand.
* Keep records of all orders shipped and updating the daily sales sheet.
* Respond to emails of the customers(inquiries and queries) and handle the live chats.
* Product Management and calculation of national and international shipping charges (freight) depends upon the weight and quantity of the products.
* Keep record of invoices of the customers and follow up the lay by orders for balance payment.
* Provide on-the-job training for new employees.

**Harvest Topworth International:**

**Designation: Business Development Executive**

September 10, 2011-September 30, 2012

Harvest top worth international is a online trading company which provide assistance, facilitation services and other value-added services to clients of reputed international brokerage houses. Continue to offer personalized customer services par excellence to investors and traders. Following is the list of assignments I have undertaken in this organization:

* .Give an idea of the Online Trading Business to the business community of Pakistan.
* Opening live accounts of clients in intentional market for online trading.
* Privide BEST CUSTOMER SERVICES to clients and manage their accounts.
* Capture the world market with compatible prices.
* Keep Record of daily transactions.
* Keep an eye on exchange rate.
* Providing closest predictions about the market ups and downs after technical and fundamental analysis.
* Managing cash flows.
* Present monthly, quarterly and annually reports.
* Deal all the inquiries regarding clients accounts and business development.

**LANGUAGE KNOWLEDGE**

* **Urdu**:Excellent (Speaking, Writing, Listening, Reading)
* **Punjabi**: Mother Tongue
* **English**:Excellent (Speaking, Writing, Listening, Reading)
* **Arabic**: Very Good (Writing, Reading, Listening)

**PERSONAL INFORMATION**

Martial Status: **Single**

Date of Birth:  **12-12-1987**

Religion: **Islam**

Nationality: **Pakistani**

**References Available on Request**