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**CAREER OBJECTIVE:**

Seeking a position as **Sales Coordinator / Admin / Customer Service** with a reputed organization where my past experience shall have valuable application.

**PROFILE:**

* 5+ years of experience in the field of Sales / Admin /Customer Service in Pakistan
* Professionally qualified with Bachelor of Commerce from Pakistan
* A dedicated individual who possesses excellent problem solving, sourcing, team building, negotiation, coordination, management, organizational and supervision skills.
* Can handle multiple tasks effectively and very much flexible with time.
* Excellent communication skills
* Expert in handling people of diverse nationalities, and renowned for being an excellent team player.
* Possesses excellent organizational skills and can work well independently.
* Always maintaining high standards of customer service whilst adhering to all company policies
* Ability to continually maximize business sales and opportunities.
* Have a sense of urgency and attention to detail.

**Experience Snapshot**

**Sales&marketing Coordinator,**TRADEKEY (PVT) LTD, Pakistan, Oct-2012 to Present

**Job Role:**

* Respond quickly and efficiently to incoming sales inquiries by telephone, fax and email.
* Develop and maintain strong business partnerships with major key accounts.
* Preparing detailed quotations according to customer inquiries.
* Prepare and process the sales order.
* Update and Maintain delivery schedules.
* Preparing delivery order and coordinating with customer on material deliveries.
* Communicate with sales manager regarding sales order &delivery status
* Coordinating with internal departments and resolving problem.
* Maintain current and accurate customer files and information.
* Preparation of weekly/monthly sales related reports on individual salesman performance, monitoring daily sales and preparing an updated daily billing, product wise analysis, market analysis, sales growth etc.
* Communicate with customers on a regular basis, to update on order status or any other pending matters and coordinate with Purchase Department to assist purchase priority list for the management, and liaise with purchase department on any special requirement of the customer.
* Educate Customers regarding the products and services.
* Responsibility for preparing & sending quotations to clients and make follow up calls for status.
* Making entries about Orders and available stock preparing report and reporting to assigned officer.
* Reporting to the Managing Director discussing about client requirement, business pipeline, delivery of services and payment collection.
* Send follow-up marketing materials and make follow-up calls to establish relationships with clients.
* Coordinate efforts to improve the customer experience at the point of sale.
* Responsible for maintenance of common spaces for appearance and functionality.
* Responsible for managing supplies and maintenance of storage areas.
* Provide support to Sales and Marketing teams.
* Manage product sales growth and individual sales effectiveness by reviewing sales activity schedule.

**Admin cum Customer Service, KFC & NIB BANK**Pakistan May 2008, September 2012

**JOB PROFILE (Administration / Customer Service)**

* Provide administrative support to the office.
* Store and retrieve data on computer.
* Receive and process incoming & outgoing mails.
* Review and answer correspondence on behalf of the company.
* Screen telephone and personal callers & make and record appointments.
* File correspondence and other records.
* Supply correct information to customers.
* Interact with customers / clients to provide information in response to inquiries about the services and to handle and resolve complaints.
* Maintain cordial relationship with existing customers via meetings, telephone calls & e-mails.
* Responsible in ensuring company’s customer / clients receive an adequate level of service or help with their questions and concerns.
* Communicate with customer through a Varity of means-by telephone; by email, fax, or regular mail correspondence; or in person.
* Maintain client relation & ensure customer satisfaction.
* Involve in pre / post sales follow ups.
* Processed back office operations using MS Office.

**Education & Degrees**

* Bachelor of Commerce (B-Com) - Govt. Islamia College (2008)
* Diploma Associate Engineering - Saifee Polytechnic (2005)

**Professional Computer Skills**

* Windows XP, MS. Word, Excel and Power point professional, practical experienced.
* Regular MS. Outlook, Internet and e-mail user.
* Practical knowledge of computer hardware.
* Able to work with any main Windows operating system, systematically.

**Personal Details**

Date of Birth : 27th May 1987

Nationality : Pakistani

Languages : English, Hindi, Urdu