**FAIZAN**

**Address : Dubai**

**Email Address :** [**faizan.380592@2freemail.com**](mailto:faizan.380592@2freemail.com)

**Visa status : Employment Visa**

**OBJECTIVE**

To secure a responsible career opportunity, where I can fully utilize my training, human resource, management skills, customer service and sale techniques while making a significant contribution to the success of my employer.

## Academic Qualification

* Year 2011: Bachelor in Commerce (Karachi, Pakistan)

**Experience**

**Company : Dream Communication L.L.C (Etisalat Channel Partner)**

**Designation : Asst. Relationship Manager**

**Duration : Feb 2016 to May 2018**

**Place : Abu Dhabi & Dubai, UAE.**

**Responsibilities:**

* Responsible for conducting meeting to the Key Account Managers.
* Responsible for resolving issues to the customers.
* Working as a back-off for the Key Account Managers.
* Responsible for generating revenue through enterprise sales in the telecom sector.
* Achieve set targets both in numbers and revenue in **Prepaid / Postpaid /Laptops** & other office devices.
* Identify, contact and build relationships with prospective customers through a combination of telephone and in-person cold calls.
* Making the closure orders report and updating on CRM.
* Conducting online Roadshows.

**Company : Dream Communication L.L.C (Etisalat Channel Partner)**

**Designation : Sales Executive (SME Sales)**

**Duration : July 2015 to Jan 2016**

**Place : Dubai, UAE.**

**Responsibilities:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| * SME Sale about the Smart Phones with package plan (BUP Plan) & Laptop Devices with internet (BQS Plan) * Managing the sales process for the new prospects, from the initial contact through to closure. * Dealing with customer enquires face to face, over the phone or via email. * Contacting prospective customers and discussing their requirements. * Achieving all revenue targets& objectives in line with the Area Business Plan. * working closely with the marketing team to produce any sales collateral required for the target market * Reporting business Trends and area performance to the sales manager. * Planning and organizing the day to ensure all opportunities are maximized.  |  |  | | --- | --- | |  | | |  | |  | |

**Company : Telenor Telecommunication Service**

**Designation : Customer Support Executive & Sales**

**Duration : Oct 2013 to Jun 2015.**

**Place : Karachi, Pakistan.**

**Responsibilities:**

* Handle customer inquiries, complaints, billing questions and payment extension/service requests.
* Calm angry customer, locate resources for problem resolution and design best-option solutions.
* Meeting daily sales target on prepaid / postpaid connections.
* Assisted and encouraged customers in selecting and purchasing required products in a retail environment.
* Described product’s features/benefits and demonstrated usage/operation of products.

## Achievements

* Effective training & KPI based initiatives resulting in improvement of sales.
* Contributed in development of Information Portal for centralized process management for customer operations resulting in 100% centralized information channel & profile data base for Sales Operations teams.
* Designed performance monitoring coaching plans resulting in breakthrough improvements in individual quality performance of the team.
* Agent of the Month Awards (Multiple).
* Voted Best CCE on Feedback of departmental teams.

**Languages**

English, Urdu, Hindi, Punjabi

**Personal Info**

Date of Birth : 07th Sep 1986

Place of Birth : Karachi, Pakistan

References : Can be furnished on request.