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| **Maryam**  Sales & Marketing | Client/Project Management | Customer Service  E-mail: [**Maryam.380954@2freemail.com**](mailto:Maryam.380954@2freemail.com)  **Visit Visa(long term)** | | | | C:\Users\ACER1\AppData\Local\Microsoft\Windows\INetCache\Content.Word\IMG-20180121-WA0007.jpg |
| I am a versatile personality, can take responsibilities and pressures along with multi- tasking operations. An **A*sset*** for the organization & Senior Management in terms of Sales, Marketing strategies, B2B Meetings, Project Management, Client Management, Service, Support & Relationship building. Well versed with PR in the market, Communication, Presentation, Interpersonal & J***udgemental skills.*** | | |  | |
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| **Experience Snapshot** | |  | | |
| **Ali Trading** Receptionist and Administrator,(UAE). Feb17 – Mar18    **Freelance Visa** MWK Pro-Business Services and Sep 16 – Jan 17  Freelance Visa Concern, (UAE).  **Kumsung Surgical** Kumsung Dental Mirror Surgical Co.(Pak) Jun 15-Jul 16  Sales Associate & Cashier.  **Pakistan Cargo** Senior Cargo Customer Services. Sep 12---May 15   |  |  |  | | --- | --- | --- | | **Faysal Bank Ltd.PAK** | Faysal Bank Limited (PAK) –  Personal loan & Document | Sep11 – Sept 12 | | | | | |
| **Proven Job Role** |  | | | |
| * **Ali Al-Ketbi Trading** * Generate records of Sales and Revenue of the Company for Revenue Department. * Satisfy customer needs and inquiries. * Communicate with internal and external customers and suppliers to deliver best services. * Respond to queries from customer. * Making call to new customers to introduce company offers. * **Pakistan Cargo** * Generate records of Sales and Revenue of the Company for Revenue Department. * Satisfy customer needs and inquiries. * Communicate with internal and external customers and suppliers to deliver best services according to the policies and procedures. * Respond to queries from customer in relation to Export and Import Documents. * Making call to new customers to introduce company offers. * **Free-Lance Visa Services Concern (UAE)** * Satisfying customers need on call. * Providing expert services to the customer as per their requirement. * Online Marketing * **Faysal Bank Limited (PAK) – Personal loan & Document**      * Dealing with existing customers located in local market. * Handling documents of loans. * Personal loans verification of applications. * Processing of loan applications. * Vetting required documents. * Purchasing telecommunication equipment’s from vendors and supply to local market. * Maintaining the accounts and collection from local market. * **Kumsung Dental Mirror Company(Pak) – Sales Associate & Cashier** * Greeting customers and assisting them in selecting the right items. * Ensuring the necessary stock is laid out and displayed in order to attract customers. * Maintaining records of inventory inward and outward. * Handling the POS system in order to process transactions, refunds, and exchange of items. * Tallying money in the cash drawer during the beginning and end of shifts. * Achieving store targets and individual targets. * Working for extended hours in order to maximize sales. * Promoting the Club Apparel sales and Loyalty Program to customers. * Ensuring the safety of store at all times. * Determined the needs of customers. * Diagnosed problems of particular products enlarge numbers and reporting to the company and concerned department. | | | | |
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| |  |  | | --- | --- | | **Expertise – Capabilities** |  | | **Sales & Support**  *Operational, Social Media and functional activities* to increase organization’s *brand identity. KPI and CMS based system planning* for the organization’s better structure towards *revenue generation* and completing sales target as advised. Take active part in learning and development. Interactive *project meetings, identifying loop holes, direct reporting to Manager, Senior Manager, VP and CEO.*  **Customer Service/ Support**  Highly skilled and trained to assist *customer queries* and resolving their issues to retain clients. *Catering through Live Chat, Phone, Email B2B and B2C meetings. Qualified with US accent, business ethics & multiple tasking capabilities*. | | | | | | |

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| **Educational Qualifications** |
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| **Master in English**  **Major:** English  **Bachelors of Commerce**  **Majors:** Accounting, Information Technology |
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| **Other Qualifications** |

* Diploma in Office Management.
* International English Language Testing System.
* Focus Humanitarian Assistance Pakistan
* Attended a workshop of ( 1 week)

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| **Major Achievement and Language** |
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| * Participate in 1122 Rescue Program * Participated in Charity programmer EDHI Foundation , Sundas blood bank & Shoukat Khanum Hospital. * English, Urdu and Hindi. |

**Reference:** will be provided on demand.