**WAQAS**

****E-Mail: waqas.381627@2freemail.com

 **Having Valid UAE driving License**

**~ Professional ~**

**~ Customer Relationship Management ~ Banking Operations and Sales ~ Telecommunication services ~**

**Industry Preference: Telecom/Retail/Sales/Banking/Customer Services/Hospitality**

**PROFILE SUMMARY**

* Result-oriented Professional with **08** **years** of experience in Sales and after sales services industry including:

~ Business Development

~ Customer Relation Management

~ System Implementation

~Contact Center Management

~ Quality Assurance

~ Banking Sales

~ Telecommunication Sales

~Field Sales

~ Performance Management

~ Training & Development

~ Team Management

~Corporate Sales

* Presently associated with **SHARAF DG** for Etisalat channel partner sales and services.
* Holder of UAE driving license for field related activities in Sales and after sales.
* Dedicated to **exceptional customer service with the ability to cultivate positive rapport** by offering services beyond expectations
* Track record of **attaining field sales and upselling by telesales for assigned targets** on monthly basis by adopting best possible strategies and convincing customers for better usage as per their profile and segmentation
* Proficient in **creating and sustaining a dynamic environment** that motivates the high performance amongst the team members
* Expertise in **monitoring the overall functioning of processes, identifying improvement areas** and implementing adequate measures to maximize sales and customer satisfaction level
* **Resourceful at maintaining relationship with clients** to achieve quality service norms by resolving their service related critical issues
* **Achievement oriented professional** with excellent people management skills and an ability to manage change with ease

**CORE COMPETENCIES/Skills**



* Proficient in operating MS Office (especially MS. Excel/Word)
* Avaya Interaction Center (**Call Center Agent Software**)
* Oracle's **Siebel** CRM application.
* Collaborating with customers; visiting operational environments; conducting surveys; forming focus groups; benchmarking best practices while analyzing information and applications
* Attending to clients’ concerns & complaints and undertaking steps for effectively resolving them
* Avaya Call Management System (CMS Supervisor)
* Managing delivery of high-quality customer experience over contact center
* Mapping and analyzing the client’s requirements and coordinating in developing and implementing processes in line with pre-set the guidelines
* Monitoring the overall functioning of processes, identifying improvement areas and implementing adequate measures to maximize customer satisfaction level
* Leading, training and monitoring performance of the team members for maintaining excellence in operations
* Having efficient time management and pressure handling capabilities

 **Communication:**

Fluent in **English, Urdu, Hindi & Punjabi Languages** (Including regional languages of Pakistan Like saraiki, Pothohari e.t.c) (Reading, writing and speech)

Excellent communication & interpersonal skills

Good negotiator, speaker

**WORK EXPERIENCE (U.A.E Employment Visa ending April 2019)**

**Key Accounts Manager (Business Development):**

**Growth Path: April2015 to Dec2015--**Field Sales Executive **Jan1016 to june2016**--Corporate Sales Executive  **July2016 to Current**--Key Accounts Manager

* Corporate Sales and telecommunication needs management for SMB sector.
* Company account management and responsible for bringing new business and growing revenue.
* Coordination with small medium business managements and suggestion of appropriate product.
* Field sales and after sales services for individual Laval and corporate Laval.
* Face to face meeting to clients and develop business and getting strong follow-up with clients.
* Making MIS of client base about client requirements for future use.
* Field Sales and door to door facilitation to retain strong relationship with clients.
* Making strong pipeline to meet monthly and quarterly sales targets.
* To maintain MIS to analyze perfect leads and pipelines as well as for client portfolio.
* Conduction of training and development program for new hires.
* Making follow-ups for all pending corporate cases and keeping up-to-date with customers.
* Preparing team sales performance report and intimate individuals about target status.
* Ensuring high level of customer satisfaction for long term relations.
* Handling complaints and forwarding to concerns. And keeping all related records.
* Follow-ups with installments of customers to ensure channel sales.

**Achievement**: Got promotion within one year from sales executive to corporate sales executive.

**Products Currently Managing For Sales:**

 **\*Telecom Products (Fixed/Mobility) \*AMC (Annual Maintenance Contracts) \*IT Equipment (Hardware) \*Office Supplies**

 **\*Software (MS. Office, Zoho, Tally ERP Solutions) \*Digital (Cloud Services, Data Center,)**

**PROJECTS EXECUTED in Sharaf DG**

* Value Added Tax ERP solution pre launce selling and conducted survey among base customers
* Office supplies sales project selling and developing business in UAE market
* Product Training for all new coming sales associates.
* Arranging recreational activities and planning for a successful entertainment programs

**WORK EXPERIENCE (PAKISTAN)**

**Mobilink (PMCL)** *Subsidiary of Vimpelcom*

**Last designation as Team Lead (Business Development)**

**Total Tenure: 06 Years** (April 2009 to March2015)

**Growth Path: April2009 to May’2013**: Field Sales and Customer Services Representative (Front & Back-end Operations)

 **June 2013 to March2015**: Team Lead (Business Developments)

**Responsibilities:**

**Key Accounts Executive (Business Development):**

* Act as a liaison between customers and the organization
* Keeping high level of client engagement over phone and visits simultaneously.
* Visiting based SMB sector and probing for current telecom requirements and offering better solutions.
* Postpaid pro packages sales and aftersales services.
* Handle customer queries and complaints,
* Provide excellent Customer Service with the highest degree of professionalism
* Responsible for assigned sales targets (daily, weekly, monthly, quarterly and annually)
* Operating Internet, Updating all records and documents (Hard copy as well as Soft copy) and Data Entry

**Team Lead Responsibilities**

* Team management of the Sales and customer services.
* Reporting team’s individual and collective performance of team to next level.
* Maintaining own performance as well as helping team members to achieve defined KPI’s
* Corporate account management (CAM) services, providing excellent services to existing customers and Upselling of company’s packages and services.
* Making strong and long term relation with corporate customers and generating new leads and completing sales target.
* Filed work for already generated leads from team and meeting with new customer to generate business.
* Involved in conducting daily analysis
* Supervised a team of highly skilled Executives that meets business requirements and standards,
* Assisted in designing ways to increase productivity through competition, and quality through training and TNAs

**Investigation and Resolution (IRU) Department;**

* Timely resolution of customer complaints and backend support of call center
* Forwarding unresolved issues to other network units.
* Gprs Troubleshooting.

**NPS (Net Promoter Score) projects;**

* Maintaining NPS score of team and training team members to improve NPS
* **Service Center Department:**
* Front end customer handling in service centers (offices).
* Resolving issues and taking feedback from customers about our services.

**PROJECTS EXECUTED in MobilinkGSM**

* JSA: Jazz Prepaid Sales Activation through Contact Center (New Sales)
* IVR Implementation
* Call Center - New Hire Training
* Daily sessions for new updates with staff
* Upselling Target Achievement training
* Recreational activities planning and implementation
* Call listening and performance improvement
* NPS (Net promoter Score) implementation

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**NIB Bank (April2008--March2009)**

**Worked as a Relationship Officer:**

(NIB bank is a bank of Singapore rendering banking services in Pakistan)

**Sales Department:**

* Direct Field sales of bank products Like Small Business Loan, Mortgage Loan etc.
* Making long term good relation with customer and provide banking solutions at their door step.
* Meeting sales targets.

**Collection Department:**

* Making collection for already sold loan in each month
* Meeting sales targets and forwarding delay instalment cases to related departments.
* Cash collection of customer at their door step.

**Qualification** (All degrees are attested from foreign affairs and UAE embassy)

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| --- |
| * MBA(Marketing)[Riphah International university]C G.P.A 3.07 Feb 2008
* Bachelors in Commerce.(B-COM)(Punjab University)57%in 2005
* Inter in Commerce (I-COM) [Federal Board]56%in 2003
* Matriculation in science[OPF Public School]56%in 2001
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**CERTIFICATIONS / TRAININGS**

 Coaching and Enhancing Performance, .Team Building, Unleash the Potential, .Critical Thinking and Innovation, .MS.Excel Basic, Mobilink Experience for a better Every day, .Net Promoter Score (NPS), .Effective Communication Skills

**PERSONAL DETAILS**

Date of Birth: 27th Dec, 1985

Relocation Proffered

Religion Muslim

Marital Status Married

**UAE Driving License (20th Dec 2015 to 27th Dec2025)**