**Jahanzeb**

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##### Objective:

To be associated with a progressive organization / company through a responsible position in the field of Sales, Operations/ELV Estimator& Administration where my experience and skills will be fully utilized and provide me an opportunity for continued personal growth and professional advancement.

# **WORK EXPERIENCE:**

## Tele-Sales Executive Axact – Karachi, Pakistan Jan2017 – August 2018

* Provides accurate information to clients in a clear, courteous and professional manner.
* Participated in weekly meetings. Gathered statistical information incorporating.
* Competitor strategy analysis, sales trends and market changes.
* Knowledgeable and friendly approach led to client referrals and deal closures.
* Listens, questions and analyses to determine underlying needs of customer concerns. Rectify wherever possible, the customer concerns.
* Assist in conducting customer satisfaction surveys for internal business units and/ or service marketing with external customers.
* Assist in quality assurance initiatives by coaching other sales staff to improve the quality of responses provided.
* Assists the continuous trainer with learning process for new sales staff and provides feedback to trainer for improvement of trainer program.
* Prepares a variety of reports, including statistical analysis, sales report and handling of technical data.
* Undertake administrative responsibilities such as faxing, typing and general office procedures as required within the organization.

## Operations & ELV Estimator Mega Plus Group– Dubai August 2014 – Jan 2017

* Prepare Project Quotations for Structured Cabling, Access Control & CCTV Projects.
* Prepare project costing for Structured Cabling, CCTV & Access control.
* Arrange pricing from vendors for project requirements as per BOQ & Project Drawings provided by Clients.
* Able to Understand Project drawings with the help of legends.
* Attended product training from Virdi from Access Control.
* Attended product training from CP-Plus for CCTV.
* Attended product training from Watchnet for CCTV & Access Control.
* Attended product training from Leviton/ Brand-Rex for Structured Cabling.
* Handling Day to day Administration including Purchases.
* Prepare reports for sales and marketing executions. Directly reporting to the Director of organization on day to day basis.
* Meets productivity standard; complete work in timely manner; works quickly.
* Prepares necessary weekly and monthly reports as well as payroll.
* Follows instruction, responds to management direction; takes responsibility for own actions; keeps commitments.
* Prepare documents for visas processing, cancellations and Trade License Renewal. Responds promptly to the Ministry Requirements & meet commitments over the time lines.
* Speaks clearly and persuasively in position or negative situations; listens and gets clarification, responds well to questions and need of the govt. organizations.
* Includes staff in planning, decisions-making, facilitating and process improvement; develops subordinate’s skills and encourages growth; Improves process, products and services; continually works to improve supervisory skills.

## Admin& Operations Delta Sigma LLC– Dubai August 2013 – August 2014

* Identifies and resolves problems in a timely manner gathers and analyzes information skillfully.
* Managed difficult or emotional customer situations; responds promptly to customer needs; responds to request for service and assistance; meets commitments.
* Speaks clearly and persuasively in position or negative situations; listens and gets clarification, Responds well to questions of clients.
* Meets productivity standard; complete work in timely manner; works quickly.
* Accounts for money coming into the treasurer’s office.
* Prepares necessary weekly and monthly reports.
* Prepares reports and studies as assigned.
* Follows instruction, responds to management direction; takes responsibility for own actions; keeps commitments.

# **Sales Executive KSP Technologies - Dubai July 2011 – June 2013**

An LED lights energy saver distributor:

* Provides accurate information to public and internal clients in a clear, courteous and professional manner.
* Participated in weekly meetings. Gathered statistical information incorporating
* competitor strategy analysis, sales trends and market changes
* Knowledgeable and friendly approach led to client referrals and deal closures
* Listens, questions and analyses to determine underlying needs of customer concerns. Rectify wherever possible, the customer concerns. Apply a wide variety of service and program guidelines in resolving concerns which are based on knowledge of HRM services and knowledge of needs of the clients.
* Assist in conducting customer satisfaction surveys for internal business units and/ or service marketing with external customers.
* Assist in quality assurance initiatives by coaching other sales staff to improve the quality of responses provided.
* Assists the continuous trainer with learning process for new sales staff and provides feedback to trainer for improvement of trainer program.
* Prepares a variety of reports, including statistical analysis, sales report and handling of technical data.
* During emergency situations, worked on short notice.
* Undertake administrative responsibilities such as faxing, typing and general officeprocedures as required within the organization.

**Sales ExecutiveBrothers Gas Bottling & Distribution - Dubai Nov 2009 – April 2011**

* Handling bulk sales of LPG.
* Managing Purchase order.
* Prepare quotations and invoices
* Visit outdoor to existing clients.
* Visit new clients to generate new leads and to achieve the assign targets.
* Handling customer complains related to product and deliveries.
* Prepare daily, weekly and monthly sales reports

**Administration Officer Ahmed Hussain Ali Trading Est. Dec 2006 – Nov 2009**

Worked at Ahmed Hussain Ali Trading Est. as an Accounts assistant. Work experience included:

* Managing Purchase order & purchasing of goods
* Preparing Periodic reports
* Managing petty cash
* Payroll manually
* Managing payments to suppliers
* Making Receipt voucher, Cash Receipt & Credit Notes.
* Managing cheque& cash payments
* Data entry of purchase invoices, debit vouchers credit vouchers & payments.
* Checking/maintaining stock physically & computerized.
* Checking Products & stock
* Keep customers record and follow-up for the product support.
* Focuses on customer need and to provide best services.
* Implementations of new rules and work processes.
* Market Analysis for financial growth of organization
* Planning for the production, quality control, services to the customer

**CAREER AIMS & STATEMENT OF INTEREST:**

I am a qualifiedB.comwith keen interest to excel in same profession and workunder the direction of the Management, to perform Operations, Administration and Co-ordination with the Divisions and Departments over there performance. Prepare reports for each and every Departments and Report to higher management to help grow into business. I am very much expert in Project Execution and Deployment of Staff, Supervisor and Labors as per the requirement of the Projects and to handle their needs at the projects. Act in professional, positive way and apply best of my knowledge to become asset for the Organization. I am confident to meet deadlines and handle pressure situations. I am a team player with excellent interpersonal and communication skills.

I believe that with my qualification and I will be able to perform efficiently in any challenging job offered.

**EDUCATION:**

* Bachelor of Commerce

**PERSONAL PROFILE**

Date of Birth : 15th May 1987

Nationality : Pakistani

Marital Status : Married

Visa Status : Visit (Valid for 3 Months)

Driving License : Light Vehicle (No. 3) holding since 12 years.

**ITSKILLS**

Comprehensive proficiency in:

* Microsoft Office
* Abacus Airline reservation system
* Computer Technician
* Hardware Trouble Shooting
* Computer Assembling
* Microsoft Windows Installation
* Certified System Designer for CCTV and Structured Cabling from Brand Rex – A Leviton Group Company.

**CERTIFICATIONS**

* Microsoft Excel Advance
* Microsoft Office
* Abacus Reservation System
* A+ Certified Computer Technician
* System Design Engineer - Brand Rex – A Leviton Group Company.
* Certified Web Designer

**Languages**

* Good proficiency in English
* Native language, URDU can also understand ARABIC& speak a bit.

**References**Can be provided if requested.