Resume



Ahmed Zubair

Currently Residing

Dubai

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# Summary

Strategic-thinking professional with experience in handling complex and high profile projects, skilled at general management and relationship building with internal and external clients across organizations and teams; exceptional communication skills. Adept capabilities & aptitude for managing a team, delivering strategies, planning & analyzing business unit operations.

# Work Experience

**ZAMEEN.COM Real Estate**

**Oct 2021- Sep-23**

## Team Lead Project Sales

**Role Description & Responsibilities:**

* I-Affiliate on-boarding and trainings through Learning Junctions
* Develop strategy for potential lead generation
* Closing leads by converting them into sales of Off-Plan or Secondary properties
* Develop quarterly pipeline and Monthly Target/Revenue achievement strategy
* Team management/Handling and trainings on I-Affiliate app and Propforce management
* Visit Once or twice a month to close sales in Dubai and Saudia region
* Also conduct interviews for new hiring in Dubai and Saudia Region

Identifying loop holes and bugs in Propforce web portal and application

* Conduct daily morning meeting with team
* Conduct monthly meetings with direct sales team and keep strong follow ups on potential clients
* Keep strong follow up on key Account Managers to consistently interact with premium and potential I-Affiliates
* Conduct weekly meetings with Regional directors to discuss current pipeline and make sure closings
* Conduct weekly meetings with inventory team on pending tasks and queries regarding unit change/Availability or discounts
* Conduct weekly meetings with tech team for system and app related issues
* Conduct various project training's weekly basis on projects with different regions as per the schedule
* Conduct meetings with acquisition team for latest updates on developer and projects
* Making sure team is aligned and focus in achieving all KPI’s
* Identifying loopholes and providing solutions on customized clients
* Preparing payment plans for customized clients
* Handling a team of 30 people and making sure productivity is not hurt in any case
* Push, Motivate and support KAM and CSE in client/Affiliate management and closings

**ZONG CMPAK**

**Jan 2019– Oct-21**

**Regional Coordinator Sales Ops**

**Description & Responsibilities**

* Make, maintain and analysis on the daily sales report.
* Maintaining and managing BVS operations.
* Sales Team target settings and allocation

Develop KPI of sales team

* Managing and implementing reports such as sales report, activation report & Issuance Reports To Manage and maintain overall Sales Report and Analysis to all Franchises
* Mapping of all new Mini-load numbers Resolve the customer and Retailer related issues forward by Sales Team
* Responsible Commission related issues of Franchise
* Responsible of franchisee’s Commission disbursement
* Maintain the report of daily in hand Mini load balance
* Conduct the Surprise Audit at every franchise and market to maintain the stock average stock in hand Support to Alternate channel Make QGA and KHI report for sales team Looking after whole Bio metric channel of region
* Reporting and analysis of Bio metric active outlets and activation

**ZONG CMPAK**

**FEB 2013– Dec 2018**

## Floor Supervisor Customer Services & Sales

## Role Description & Responsibilities:

* Assist, Monitor & ensure that all CSC targets (Sales, Service, KPI’s & Profitability) are achieved
* Responsible for achieving high customer satisfaction through high quality service delivery
* Ensure complaints are handled within the given time frame (All complaints logged with focus on FCR)
* Responsible for high motivational level of the staff within the sub-unit
* Conduct regular meeting with team to discuss operational issues provide performance feedback
* Complete understanding of Customer Services SOPs
* Ensure that staff is following & implementing SOPs to execute customer requests
* Focus on First Contact Resolution (FCR), Complaint Management (Every complaint to be logged in system)
* Documentation and end to end process completion (Correct & complete customer documentation as per SOP)
* Ensure full technical & system support to staff to increase work efficiency and resolve queries within given time to maintain the customer service level up to company standard
* Review/asses daily operations and give feedback for improvement to CSC Manager

**SYENERY HEALTH AND FITNESS (Pakistan) Aug 2012– Jan 2013**

## Customer Relation Officer

**Role Description & Responsibilities**

* + Generate leads
  + Responsible to maintain a good relationship between Company & its customers
  + Logging information on Responsible to provide after sale service
  + Responsible to communicate and liaise verbally and in writing between customer’s/ staff members and interpret and respond clearly and effectively to spoken requests over the phone or in person

# Education & Qualifications

|  |  |  |
| --- | --- | --- |
| * BBA Hon’s | Institute of Management Sciences | **2011** |
| * Intermediate | Private Candidate | **2004** |
| * Matriculation | Army Public School/ College | **2001** |

**Skills**

* Enthusiastic, optimistic, person with “can-do” attitude and proven track record of excellence and dependability
* Excellent knowledge of using CRM.
* Diligent and detail oriented with strong analytical skills
* Reporting and Analysis
* Adept at coordinating, scheduling meetings and handling unexpected, urgent issues
* Outstanding communication skills backed on MS Office proficiency
* Experience serving as a support system for the sales team
* Experienced in handling walk-in / irate clients and assisting them in their requirements
* Excellent coordinating and team management skills
* Ability to work/perform under pressure
* Dependable accurate and reliable person with an experience in the Customer Services & Administration

# Achievement

* Champion Of The Month April-2015 at CMPAK Zong
* Best Performer 2014 Award at CMPAK Zong
* Promoted to Floor Supervisor at CMPAK Zong
* Teacher’s Assistant for Documentaries Institute of Management & Sciences
* Scholarship on merit for BBA, Institute of Management Sciences
* Dean’s role of honor **awarded** or excellent academic results

# Communication Skills

**English** Fluent in speaking and writing

**Urdu** Fluent in speaking and writing

**Punjabi** Fluent in speaking

# PROJECTS

### Marketing Research Project (B.B.A)

* + Conducted Market Research on influence of
  + Brand names, packaging, product, price and
  + Media on consumer purchase preference in Lahore

### Corporate Finance

* + Analysis on the Investment banks of Pakistan like their functioning, regulations and financial
  + investments and also formulated a detailed
  + Strategy for the investment banks.

### Consumer Behavior Project

* + Conducted Market Research for consumer behavior regarding formal suits. The aim was to analyze the lifestyle, self-concept, internal and external factors affecting consumer’s decision making.

**Interests** driving, socialising, cricket, music and have keen interest in computing

**References** Will provide on request