



# Muhammad Aavid



## EXPERIENCE

**Sales Agent** Dawood Engro corporation - Islamabad , Pakistan  
11/2021 - 01/2023

- Exercised creativity when producing an advertising brochure with product offerings.
- Used exceptional persuasion and negotiation skills to close high-value client sales efficiently.
- Built and nurtured positive client and customer relationships through ongoing positive, professional communication.
- Secured new custom across door-to-door selling using exceptional communication and relationship-building skills.
- Developed sales leads into new business opportunities, expanding client base and growing sales territories.

**Bakery Helper** Ahmat - Lefkosa, Cyprus, Cyprus  
01/2020 - 07/2021

- Created attractive dessert trays for catering events.
- Designed appealing product displays.
- Invoiced customers in timely and accurate manner.
- Monitored inventory and routinely re-ordered stock to avoid ingredient shortages.

**Call center** Mehmet - Lefkosa, Cyprus  
12/2018 - 12/2019

- Processed complaints professionally, seeking effective, timely solutions for continued customer satisfaction.
- Maintained accurate knowledge of current services to provide informative customer advice.
- Achieved daily performance targets, aiding department progression towards sales goals.
- Handled [Number]+ web chats each day, answering customer queries within target times.

**Cashier** Khalil Ibrahim - Lefkosa, Cyprus  
04/2015 - 10/2018

- Answered questions about store policies and concerns politely and professionally, supporting positive customer experiences.
- Delivered outstanding customer care with proactive sales and listening skills.
- Handled cash and card payments with precision, maintaining customer confidentiality and discretion throughout.



## EDUCATION

**Certificate of Higher Education: Pre-Engineering**  
**I.C.M.S school and college system** - Peshawar Hayatabad phase 5 ,  
Pakistan , 2010

## CONTACT

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## PROFESSIONAL SUMMARY

Professional Call Centre Agent with excellent phone manner, outstanding interpersonal skills and first-class customer service expertise. Proficient in sales and customer data management. Well-versed in [Software] call-handling systems. Motivated sales professional experienced in telesales and marketing. Skilled in persuasive negotiation to close profitable product and service deals through cold and warm calling. Enthusiastic and driven to succeed against challenging targets. High-achieving [Job Title] successful at converting new business into profitable, loyal customer bases. Dedicated to exceeding revenue targets through first-class telesales service. Passionate and motivated to engage clients for improved acquisition and retention. Polite and professional [Job Title] successful in applying strong communication and problem resolution skills to each customer issue. Solid history of surpassing productivity and quality targets in high-volume settings. Skillful in building long-lasting, loyal customer relationships. Customer Service Representative bringing top-notch skills in oral and written communication, active listening and analytical problem-solving skills. Enhances customer experiences by employing service-oriented behaviors, understanding customer desires and providing customized solutions to build

loyalty. Strong leader and problem-solver dedicated to streamlining operations to decrease costs and promote organizational efficiency. Uses independent decision-making skills and sound judgment to positively impact company success. To seek and maintain full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills. Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals.

## CORE QUALIFICATIONS

- Excel proficiency
- Customer communication
- Email and live chat support
- Online customer service
- Inbound call handling
- Interpersonal skills
- Expert communicator
- Database administration
- Team supervision
- Excellent product knowledge
- Service knowledge
- Resolving issues
- Field sales
- Customer sales
- Ticket sales
- Offering sales support
- Direct sales

## LANGUAGES

**English:** C1



Advanced

**Turkish:** C1

Advanced

Urdu: C1

Advanced