



# BABAR YOUNAS

Hospitality, Customer Services, Business  
Development Executive

## About Me

Highly motivated and Professional Executive 6 Years Experience in Customer services, 5 Years Experience in Business Development Executive and Hospitality internships providing high level support to senior executives, proficiency in managing all tasks, handling customer complains, customer satisfaction and introduce them about company products with proven ability to work independently as a part of a team.



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Lahore, Pakistan

## Language

- English
- Hindi
- Urdu
- Punjabi

## Expertise

- Management Skills
- Creativity
- Negotiation
- Handling Critical Situations
- Team Work

## Education

- **University Of The Punjab**  
Bachelor In Economics 2 Years (2010)
- **Professional Diploma in Computer Foundations**  
Edge College Lahore, Pakistan (2007)
- **Institute Of Tourism and Hotel Management**  
Professional Diploma in Tourism & Hotel Management 1.5 year Lahore, Pakistan (2016-2017)
- **National Vocational and Technical Training Commission(NAVTC)**  
Professional Diploma in Restaurant Management(6 Months Lahore, Pakistan(2018)

## Experience

### Business Development Executive

#### Atwics Group

##### Lahore, Pakistan

2019-2023

- Identify potential customers using leads through various channels such as facebook, Instagram etc. Understand the needs and requirements of customers and provide appropriate solutions.
- Build and maintain strong relationships with existing and potential customers.
- Negotiate terms and conditions with customers to reach a mutually beneficial agreement.
- Close sales deals and achieve sales targets.

### Customer Services Representative

#### Velorium Company LTD

##### Lahore, Pakistan

2014-2016

- Interact with customers via various channels, such as phone, email, chat, or in-person.
- Provide assistance, answer inquiries, and address customer concerns.
- Provide accurate and detailed information to customers.

### Customer Services Representative

#### TONI&GUY

##### Lahore, Pakistan

2011-2013

- Manage appointment bookings for clients, ensuring efficient scheduling and minimal wait times.
- Utilize salon scheduling software to organize appointments.
- Welcome clients as they enter the salon with a friendly and professional demeanor.
- Provide a warm and inviting atmosphere. Answer phone calls and respond to emails promptly and courteously.
- Provide information about salon services, pricing, and availability. Handle payment transactions and provide receipts.
- Provide information on pricing and payment options.
- Stay informed about new salon services, products, and industry trends.

## Internship

### Grand Millennium Hotel

- 3 Months Internship ( Lahore, Pakistan. 2018).

### FREDDY'S CAFÉ & RESTAURANT

- 1 Month Internship ( Lahore, Pakistan. 2018).

## Skills Summary

Management Skills  
Ms Office



85%  
70%