



ISMAIL JAVAID

I am a confident sales specialist with 5 years of experience in the telecom and retail industry. I have always been regarded as a proactive, adaptable, direct and conscientious professional with a “can do” attitude and willingness to work and “lead by example” and to contribute to the growth of the prospective organization.

EXPERIENCE

- GLOBAL HIRE | Islamabad, Pakistan

❖ Customer Service Agent 2021-2023

- Deliver outstanding customer service by assisting existing customers with their phone line connection and upgraded internet package inquiries. Ensure a positive customer experience through effective communication and problem-solving skills.
- Engage with customers to understand their needs and recommend suitable phone line connection options. Effectively communicate the features, benefits, and pricing of different phone line packages to drive sales and meet or exceed sales targets.
- Identify opportunities to upsell existing customers to upgraded internet packages based on their usage and needs. Educate customers on the advantages of higher-speed internet and additional features, such as unlimited data or enhanced security options.

- FORECAST | Islamabad, Pakistan

❖ Assistant manager 2018-2020

- Collaborate with the Store Manager to identify and capitalize on sales opportunities, driving revenue growth. Actively participated in Operations Management projects, contributing valuable insights and executing assigned tasks.
- Contribute to the achievement of sales targets and key performance indicators. Ensure individual and store compliance with all company regulations, policies, and procedure.
- Assist in managing stock availability, product launches, and promotions, ensuring seamless operations. Maintain the highest standards of visual merchandising and layout within divisional guidelines.
- Provide feedback to the brand team regarding product performance, customer preferences, and market trends. Evaluate team performance, identify areas for improvement, and implement necessary actions.

CONTACT#

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SKILLS

- Excellent computer skills
- Excellent written and verbal English communication skills
- Ability to work independently and in a challenging environment
- Sales & Marketing
- Problem Solving
- Proficient in EXCEL & WORD

EDUCATION

- 2023
B.COM – ALLAMA IQBAL OPEN UNIVERSITY, Pakistan
- 2020
I.COM – RAWALPINDI COLLEGE OF COMMERCE, Pakistan
- 2018
SSC – FBISE, Pakistan