



Cecil Anwar

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● ABOUT ME

Dynamic professional with 3 years of experience as a Sales Representative, complemented by 1 year as a Passenger Handler and 2+ years as an award-winning Customer Service Specialist with expertise in Live Chat Support. Proven track record in driving sales growth, enhancing customer satisfaction, and efficiently managing high-pressure situations.

● WORK EXPERIENCE

10/01/2022 – CURRENT Lahore, Pakistan

SALES REPRESENTATIVE HAMILTON KNIGHT

- Conducted proactive cold calling and lead generation, resulting in a 20% increase in qualified leads.
- Delivered tailored sales pitches and presentations, achieving a 30% conversion rate and consistently meeting sales targets
- Managed customer interactions and inquiries, providing personalized solutions and maintaining high customer satisfaction levels
- Negotiated and closed sales, processing orders efficiently and following up to ensure accurate fulfillment and client satisfaction.
- Stayed up-to-date with industry trends and participated in ongoing training to enhance sales techniques and product knowledge.

02/01/2021 – 30/12/2021 Islamabad, Pakistan

PASSENGER SERVICE AGENT PAKISTAN INTERNATIONAL AIRLINES

- Efficiently conducted passenger check-in procedures, including ticket verification, baggage handling, and seat assignments.
- Managed boarding processes, verified boarding passes, and assisted passengers with special needs, contributing to on-time departures and high customer satisfaction.
- Oversaw baggage processing and handling, including tagging and loading, and addressed lost baggage claims, improving the recovery rate and resolution times.
- Ensured compliance with security protocols and safety regulations, including passenger identification verification and baggage security checks.
- Collaborated with ground staff to coordinate flight operations, manage passenger flow, and resolve operational issues, enhancing overall efficiency.
- Contributed to improving passenger experience by providing feedback on service quality and assisting with in-flight amenities and special accommodations.

01/04/2018 – 20/12/2020 Lahore, Pakistan

VIRTUAL SUPPORT HEROES

- Provided real-time customer support via live chat, delivering prompt and accurate responses to a high volume of inquiries daily.
- Resolved a wide range of customer issues, including technical problems and service-related questions, ensuring a positive user experience.
- Personalized interactions to meet individual customer needs, maintaining a professional and courteous tone throughout all communications.
- Accurately documented customer interactions, issues, and resolutions in the CRM system, and generated reports on performance and common issues.

- Monitored customer satisfaction through feedback surveys and direct interactions, using insights to improve service delivery and customer engagement.
- Stayed informed about product updates and service changes to provide current and relevant information to customers.

● **EDUCATION AND TRAINING**

Lahore, Pakistan
MATRICULATION F Block Govt. High School

Lahore, Pakistan
INTERMEDIATE IN COMPUTER SCIENCE Central Institute of Management Science

● **DIGITAL SKILLS**

Safety courses | Microsoft Office package: Microsoft Word, Excel, PowerPoint, Access | communication skills | Problem Solving Skills. ...

● **LANGUAGE SKILLS**

Mother tongue(s): **URDU**
Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	C1	C2	C1	C1	C1

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user