

# MUHAMMAD RIZWAN ZAHOOOR

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Falcon Towers A2, 103,  
Ajman, United Arab Emirates



## SKILLS

- Office Skills
- Sales & Technical Skills
- Analytical and Problem-Solving Skills
- Excellent communication skills, both verbal and written
- Proficiency in using customer service software and computer systems.
- Excellent interpersonal and customer service skills
- Leadership and Team Building
- Continuous Learning and Adaptability

## EDUCATION

**Bachelor's in Engineering**  
from Hajvery University,  
Lahore, Pakistan  
Graduated 2013

**Master's in Business Administration (Marketing & Management)** from Allama Iqbal Open University, Lahore, Pakistan  
Graduated 2019

## PROFILE

Results-driven Sales Coordinator experience in supporting sales teams and driving revenue growth. Proficient in managing sales processes, coordinating communication between departments, and maintaining client relationships. Strong organizational and multitasking skills, with a proven ability to meet deadlines in fast-paced environments. Excellent communicator and team player, committed to achieving sales targets and contributing to overall business success.

## EMPLOYMENT HISTORY

**Sales Coordinator & Services representative** at AK International LLC, Dubai, UAE

Oct 2022 – Till date

### Key responsibilities

- Customer and sales focus to provide excellent service and close any sales opportunity.
- Respond promptly to customer inquiries via phone, email, chat, or in person.
- Coordinate with customers and sales dept for order processing.
- Preparation of sales quotations, sales report, and quotation report.
- Maintain detailed records of customer interactions and transactions.
- Ensure customer satisfaction and provide professional customer support.
- LPO follow up with clients and coordinate with team for sales and after sales follow up.

**Customer Services Representative** at Diasurge Medical, Sharjah, UAE

Aug 2019 – Oct 2022

### Key responsibilities

- Handle incoming customer inquiries via phone, email, chat, or in person.
- Acknowledge and resolve customer complaints, issues, and

## CERTIFICATES

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- 1- IOSH – Managing Safely  
Version 5.0
- 2- OHSAS:18001
- 3- Electrical Safety
- 4- Machine Safety
- 5- Confined Space Entry
- 6- First Aid Certificate
- 7- Fire Safety Certificate
- 8- Hearing Protection
- 9- Risk Assessment on  
Construction Safety

## LANGUAGES

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- 1- English
- 2- Urdu
- 3- Arabic (Basic)

concerns efficiently.

- Analytical and critical thinking skills to diagnose and resolve technical issues efficiently.
- Commitment to providing exceptional customer service and ensuring customer satisfaction.

**Senior Sales & Services Representative** at Uniplan Trade International Pvt, Lahore, Pakistan

Mar 2016 – Jan 2019

### Key responsibilities

- Maintain detailed records of customer interactions, technical issues, and resolutions in the CRM system.
- Communicate effectively to understand the issue and guide customers through troubleshooting steps.
- Respond to customer inquiries and provide technical support via phone, email, chat, or in-person.
- Acknowledge and resolve customer complaints, issues, and concerns efficiently.

**Support Representative** at Eurotech Pvt Ltd, Lahore, Pakistan

Sep 2013 – Mar 2016

### Key responsibilities

- Maintain detailed records of customer interactions and transactions.
- Document service and maintenance activities accurately in compliance with regulatory requirements and company protocols.
- Participate in training sessions to enhance technical knowledge and stay updated on industry trends and advancements.

## PERSONAL DETAILS

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**Nationality:** Pakistani

**DOB:** 01-01-1991

**Driving License:** United Arab Emirates & Pakistani

**Attestation:** Degree attested with UAE embassy & MOFA UAE