



# MUHAMMAD ZEESHAN

## SALES EXECUTIVE

### PROFILE

Experienced Sales Executive with a proven track record spanning over 7 years across diverse markets in the UK, CAD, PAK & UAE. Most recently excelled as a Sales Executive at AA Printers Ltd (UK), adept at nurturing client relationships and driving sales growth. Previously, excelling as a Case Processing Officer at Bisma Travels & Tours and as a Senior Manager at SM Usman Traders and as a Telesales Executive at Deem Finance (UAE) successfully led sales teams and business operations across multiple locations, honing exceptional sales, leadership, administrative and managerial skills. Fluent in English with a demonstrated ability in business communication, interpersonal relations, multitasking, and problem-solving. Eager to leverage extensive sales experience and expertise to drive revenue generation and exceed targets in a dynamic sales environment.

### CONTACT



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Dubai United Arab Emirates.

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### EDUCATION

#### Bachelor of Commerce

University of the Punjab, Pakistan  
2018

### LANGUAGES

English, Urdu, Hindi, Punjabi

### CERTIFICATIONS

#### Chinese Language

Punjab Board of Technical Education, Lahore, Pakistan

Sep 2017 - Dec 2017

#### Basic First Aid Training

Pakistan Red Crescent  
Dec 2017

### CORE PROFICIENCIES

- Sales Management
- Customer Services
- Project Management
- Cash Handling
- Team Leadership
- Crisis Management
- Loss Prevention
- Buyer Behavior
- Scheduling
- Problem Solving

### JOB EXPERIENCE

#### Sales Executive 2019 - 2023 AA Printers Ltd UK

- Engaged with customers through emails, chat & phone on a daily basis
- Effectively provide price quotes and address customer inquiries, contributing to increased sales opportunities
- Handle and resolve customer complaints with a focus on ensuring customer satisfaction Conduct daily communication with clients of a UK Based Printing Company, offering comprehensive assistance, order processing & finalization.
- Execute pricing negotiations and quote generation, contributing to the company's revenue growth
- Collaborate with cross-functional teams to streamline communication processes and enhance customer service efficiency

#### Case Processing Officer 2020 - 2022 Bisma Travels & Tours

- More than 2 Years of experience in Canadian Immigration process, it's programmes and work/visit visas.
- Review application documents, and supporting materials for completeness and accuracy of every application before processing. Back to back communication with clients to provide update on their application status.
- To be thorough and pay attention to every single detail to avoid any error or to process incomplete applications.
- Answer every client query in order to clear every confusion they have before initiating the process like giving advice on asylum, citizenship, immigration perks, deportation and employment.
- Explaining the policy to create transparency so that in case of any misinformation or forged document provided by the client company cannot be held liable for any sort of rejection and ban.

#### Telesales Executive 2020 - 2020 Deem Finance UAE

- Interacting with 500+ plus people in a week via cold calling, Email, setting appointments.
- Explaining the product, understanding customer needs and convincing with the right type of product. Solving customer queries after sale.
- Practiced using Excel spreadsheets, data entry, banking apps and customer records management.
- Processing all the documentation to provide customer the fastest service possible while managing a good relation with existing customer and giving customer care.

#### Senior Manager 2016 - 2019 SM Usman Traders PAK

- Supervised the work of other staff members, and organized the stocks, and other important equipment.
- Maximize profitability through superior customer service, effective and prompt communication and follow-up on all pending matters with the customer.
- Managed employee performance, set clear goals, objectives, delegate functional leader responsibilities and inspiring performance against those objectives
- Impressed business leaders by effective management, build relationships, & secured subscriptions to increase business value
- Looked after the operational and management duties and functions
- Looked after the company policies and procedures, and ensured high standards of customer service.