

Syed Usman Muzaffar

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Visa Status: Sponsor Visa



CAREER OBJECTIVE

A position that demands the knowledge of intricacies of customer care, sales management and commercial activities coupled with good analytical, interpersonal and business development skills, where my vast experience in the business development of multi-faceted organization and my experience and educational background would be of a great use.

EMPLOYMENT EXPERIENCE

Assistant Manager (Project Sales)
Zameen.com

2021 to 2023

- Understanding client's requirements Ensure that clients are thoroughly briefed about relevant property units. Ensure that clients are given demonstrations, carry out site visits and timely closure of deals.
- Follow up with clients to understand evolving change in requirements. Maintain good relationship with the clients.
- Managing entire cycle of sales, right from prospecting to closing the sale
- Visiting clients / prospects almost daily bases to enhance sale
- Connect with leads from various sources
- Identify clients and pitch property projects to them accordingly
- Visited clients to explain offerings and closing deals
- Set inhouse meetings with the clients, negotiate and convert the lead into a sale
- Effectively negotiate to sell the projects at maximum value and increase margins
- Continuously engage with clients and built a meaningful relationship in order to gather their requirements.

Senior Sales Executive
Asia Bolts Industries L.L.C Dubai UAE

2017 to 2020

- Overall managing of sales and marketing activities
- To follow all steps of sales process i.e. Prospecting, Meeting & Greeting, Consultation, Presentation, Demonstration, Negotiation, gaining commitment, Closure & Delivery & Post – sales follow up
- Maintain comprehensive knowledge of pricing and specifications of competitive products to provide clients with informative comparisons
- Developing new business relations in MENA, South Asia & Europe to enhance sales and expand business opportunities
- Generate and qualify sales leads from new & existing customers by telephone canvassing, generation and follow-up of mail shots and cold calling
- To report daily activities to the Sales Manager
- To follow and abide by the company's sales policies to achieve and exceed company's designated sales target
- Managing entire cycle of sales, right from prospecting to closing the sale.
- Visiting clients / prospects almost daily bases to enhance sale
- Collect feedback from clients and ensure client satisfaction through improved service level
- To achieve CSI (Customer satisfaction index) targets by providing excellent customer service.
- Preparation of reports and update market trends to higher management
- Conducting market surveys analyze the competition and competitor and develop strategies to counter them.
- To give Sales & System trainings & Guidance to Juniors & New joiners.

Client Services Manager
Capital Chauffeur Ltd, London, UK

2015 to 2017

- Oversee and establish smooth transitional period for implementing new application software
- Coordinated with all departments ensuring smooth operations
- Studied management methods, improved workflow, simplified reporting procedures, and implemented cost reductions
- Formulating, monitoring, supervising and implementing overall system management, administrative, procedures and business plan geared towards enhancing measurable Objectives and an adequate management structure
- Collect feedback from existing clients and ensure client satisfaction through improved service level, which in return produced greater level of business opportunity.
- Preparation of reports and update market trends to higher management.

Admin Manager
Exclusive Car Service, London, UK

2012 to 2015

- Coordinated workflow through various departments
- Harmonized relocation of employees in conjunction with the Human Resources Department and set up interviews with employment candidates
- Accomplished in supporting sales, management, and engineering professionals
- Coordinated collection and preparation of operating reports, time-and-attendance records, and statistical performance data
- Highly organized and effective time manager, good secretarial skills, phone coverage, filing, data entry, activity scheduling and general office duties
- Interacted effectively with business customers, provided information and resolved critical problems

EDUCATION AND CREDENTIALS

<i>Certificate in IT & Programming (Level-6)</i>	2009
London College of Business and Information Technology, London, UK	
<i>Bachelors' in Commerce</i>	2008
University of Punjab, Lahore, Pakistan	
<i>Diploma in Computer Hardware & Software</i>	2007
Ego Computer Hardware & Software, Lahore, Pakistan	
<i>Intermediate in Commerce</i>	2005
Board of Intermediate & Secondary Education, Lahore, Pakistan	

SPECIAL SKILLS

Computer & IT:
Microsoft Office™ (Word™, Excel™ PowerPoint™) Windows™ Adobe™ CMS (Cab Management System) Mercury™ (Booking and dispatch software) Cordic™ (Booking and Dispatch System) Autocab™ (Ghost Cloud Booking & Dispatch) LIMS ERP

Languages:
English-Fluent, Arabic- Read & Write adequately & 3 others

Reference:
Available upon request

