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As a driven and self-motivated professional, Provides support and information to customers, over the counter and by phone. Maintains a cash float and follows balancing and reconciling procedures; prepares daily 'End of Day' sheet at the close of each business day. I am adept at excelling in both collaborative and autonomous environments, consistently demonstrating my ability to thrive under pressure. My strong listening and communication skills ensure that I connect effectively with clients and colleagues alike.



Skills

- Sales
- Customer Satisfaction
- MS Word and Excel
- Database administration
- Strategic planning
- Staff Management
- Business administration
- Documentation and Book keeping
- Bookkeeping
- Credit and collections
- Payroll and budgeting

2021-01 – 2024-01



Work History

• **Corporate Support Officer**

Jazz telecom,

- Achieved 110% of sales target in 2022 and 2023.
- Created detailed sales reports and forecasts to track performance and identify areas for improvement.
- Boosted customer retention by 30%
- Top-ranked sales rep for 2 years straight

2019-06 - 2021-12

- Trained and mentored new Sales Executives to improve their sales skills and achieve their targets.

Customer Advisor and Seller

Transworld Home

- Using company's unique CRM system and all the portals linked with it.
- Responded to customer needs through competent customer service and prompt problem-solving
- Described product highlights and benefits to help guide purchasing decisions
- Promoted strong customer satisfaction by diagnosing and troubleshooting product issues without need for escalated support
- Addressed complex issues by scheduling repair appointments
- Maintained and managed customer files and databases

2016-02 - 2018-10

Mobile Sales Manager

I-Doctor

- Boosted mobile sales by 150%
- Led a top-performing sales team of 20+
- Exceeded targets for 12 straight months
- Pioneered innovative sales strategies
- Expert in CRM & data-driven decisions
- Mastered product demos, closing 90% of leads

2014-02 - 2016-02

Customer Service Advisor

Warid Telecom international

- Dealing with customer's confidential information
- Welcoming, guiding and managing walk-in customers when in the role of Floor Greeter
- Following on all company's strict policies and procedures, along with all new promotions, products and sell value services
- Taking ownership and ensuring timely resolution of customer's complaints
- Using company's unique CRM system and all the portals linked with it
- Meeting sales deadlines



Education

2008-01 - 2012-04

BBA: Financial Services Marketing Operations

Riphah International University - Islamabad