



MUHAMMAD NAEEM



971559057739



citi4u03@gmail.com



Naif, Deira, Dubai



About ME

Dynamic professional with extensive experience in Sales, Operations, and Customer Service. Expert in Management, Record-keeping, Transfers, and Data Entry with proficiency in ERP systems. A strategic thinker with exceptional analytical and problem-solving abilities, eager to contribute to your team.



PROFESSIONAL EXPERIENCE

Azmat Nazir Tools LLC, Dubai, UAE

Sales Officer & Warehouse Associate

2024 Till

- Led front desk operations to guarantee smooth customer service experiences.
- Boosted in-store sales by implementing effective sales tactics.
- Managed inventory by coordinating order fulfillment and maintaining accurate stock levels.
- Enhanced warehouse operations through timely invoice generation and support provision.

101 Group / Punjab Developers, Lahore, Pakistan

Customer Care & Recovery Executive

2022-2023

- Enhanced customer satisfaction through proactive support and effective problem-solving.
- Streamlined issue resolution processes, ensuring timely and satisfactory outcomes.
- Developed comprehensive recovery reports to inform continuous improvement strategies.
- Raised the bar for customer service excellence within the organization.

SA Gardens (Pvt) Ltd, Lahore, Pakistan

Assistant Manager Sale & Marketing

2018 –2021

- Drove real estate plot and home sales, significantly increasing revenue.
- Built and maintained strong client relationships, securing loyalty and repeat patronage.
- Identified and capitalized on business development opportunities for market growth.
- Enhanced client satisfaction and trust through dedicated relationship management.

Master City (Pvt) Ltd, Gujranwala, Pakistan

Transfers & Record Executive

2015 –2018

- Led a team to flawlessly execute property transfers, ensuring seamless transactions.
- Cultivated strong client relationships, achieving exceptional satisfaction and trust.
- Ensured meticulous accuracy in transfer documentation and procedural adherence.
- Skillfully addressed and resolved intricate transfer discrepancies and challenges.

Citi Housing (Pvt) Ltd, Lahore, Pakistan

Transfer & Record Executive

2013 –2015

- Led a skilled team to seamlessly manage property transfers, ensuring meticulous execution.
- Ensured accuracy in transfer verifications, maintaining high standards of transaction integrity.
- Resolved intricate transfer discrepancies with effective problem-solving skills.
- Streamlined team workflows, significantly boosting efficiency in transfer processes.

Education

Bachelor of Arts

University of the Punjab, Pakistan

HSSC

Board of Intermediate & Secondary Education, Pakistan

I.T & Technical Education

Diploma in Software Engineering

Al-Falah College of Computer Science, Pakistan

Diploma in Drafts Man Mechanical

Pak-German Technical Training Center, Pakistan

Diploma in Auto Cad14

Shaheen Computer College, Pakistan

Award & Achievement's

- **SALE & SOFATWARE MANAGEMENT**
Award by SA Group on the base of best Sale & Software Management
- **DATA ENTRY**
Awarded by Nadra (National Data Base & Registration Authority of Pakistan) on the base of Best Data Entry.

SKILLS

1-Team Management 2-Communication 3-Operation 4-ERP Software 5- Problem Solving
5-Record Management 6-Plot / House Transfers 6-Office Administration 7-Data Entry