



SABA NUZHAT

Sales Coordinator, Key Account Manager, Customer Retention & Development Owner, Sales Professional, Customer Service.

PROFESSIONAL EXPERIENCE

Sales Coordinator, Customer Retention & Development Owner.

EXPEDITORS International Pakistan | Dec 2007 – June 2017.

Correspondence

Part of a sales team to prepare letters, quotes detailing our services offered. Ensure distribution in a timely manner.


Communication

Communicating & follow-up with customers, Supplier & within Expeditors Network (Origin/destination offices) via email, phone & face-to-face meeting. Dealing with queries and fielding requests to enable the sales team to remain „on the road“. Receiving and knowing how to deal with customer complaints. Assisting sales team with requests when they are “on the road”

Exceptional Customer Service

Provide 100% customer satisfaction, 100% of the time – all communication related to customers should be professional and show pride in your work, as measured by customer recognition and zero customer complaints.

CONTACT

 (+92) 332-2411850

 Saba_nuzhat2004@hotmail.com

 Madras Society , University Road Karachi Pakistan.

 linkedin.com/in/saba.nuzhat

PROFILE

To achieve a challenging position in the field that would provide an opportunity for learning and applying creative and practical skills based on knowledge and experience.

EDUCATION

Master's Degree, Mass Communication/ Media Studies

University of Karachi | 2012

Bachelor in Business Administration

BIZTEK Institute of Business & Technology Karachi | 2006

Graduated Magna Cum Laude Award 100 % scholarship

HSC (Pre-Engineering)

Govt. College for women Nazimabad Karachi | 2003

SSC (Computer Science)

CORK'S Sec School Karachi | 2001

Rate Requests

Respond to rate requests from overseas offices. Liaise with the operations departments to obtain the relevant information and reply to the request promptly.

Negotiation / pricing

Getting rates/ pricing from origin & local offices then compile it.

Prepared Quotation

Sending formal quotation through EXPEDITORS quoting system.

Account Development

Develop new trade lane from existing customer. Doing Face-to- Face sales meeting with customer.

CRM (Customer Relationship Management)

Being familiar with CRM database. Able to access Customer/lead databases.

Reporting

Assist in the preparation of weekly, monthly and quarterly reports required by local and regional management.

Customer Retention & Development Owner/ Sales Support

CARGO N CARGO | Aug 2017 – Oct 2018

Key Account Manager

ORIENT CARGO | Nov 2018 – August 2020

KEY SKILLS

Microsoft Office



CRM (Client Relationship Management)



Internet/ Email



ADDITIONAL SKILLS

Self-motivated, Enthusiastic & Willingness to learn



Good Team Player, Flexible & Duty Minded.



Excellent communication &

Interpersonal skills



TRAININGS AND CERTIFICATE

- SALES LEVEL 1 CERTIFICATION given by HEADQUATER OF EXPEDITORS INTERNATIONAL SEATTLE United State.
- SUPERVISORY CURRICULUM given by HEADQUATER OF EXPEDITORS INTERNATIONAL SEATTLE United State.
- Customer Retention & Development (CRM hands-On Training) from EXPEDITORS Dubai Office.

PERSONAL INFORMATION:

D.O. B	—	9 December 1985
Marital status:	—	Married
Religion:	—	Islam.
Nationality:	—	Pakistani.