

# Shazada Kamran Baig

**Nationality:** Pakistani

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## **Career Objective:**

To achieve professional and personal goals by utilizing the skills, and by making use of opportunity and contributing towards the growth of the organization

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## **Work Experience:**

### **Zylostar - . UAE (2022 TILL DATE)**

- ❖ Zylostar is a global financial education institute headquartered in Dubai. The institute mission is to provide accessible yet strong and solid foundation in financial market trading analysis and education.

#### **As Sales Executive DIRECTOR**

- Assisting the sales department in planning and implementing effective sales strategies.
- Designing plans to meet sales targets, developing and cultivating relationships with clients.
- Learn details about our products and services.
- Understand all the prospects needs, problems or wants
- Attend sales educational events and seminars.
- Consult with sales and marketing team to ensure the efficiency
- Recruit, hire and train new sales representatives
- Fulfilling the monthly and yearly sales target.
- Keeping up-to-date with the latest industry developments and institute offerings.
- Maintain sales staff job results by coaching and managing employees; planning, monitoring, and appraising job results.
- Calling customers and updating them about the institute products, services. Or new launches.
- Contributes to team effort by accomplishing related results as needed.

## **Exponential Growth Call Centers Services L.L.C - (2020-2022)**

### **AS CALL CENTER AGENT**

- Manage large amounts of inbound and outbound calls in a timely manner.
- Follow communication “scripts” when handling different topics.
- Identify customers' needs, clarify information, research every issue and provide solutions.
- Strong multi-tasking skills
- Make relevant notes from customer interactions
- Identify any issues that customers might be struggling with
- Report on customer feedback
- Complete call logs and reports
- Manage & update customer databases
- Follow-up on customer calls
- Boost customer loyalty by offering a proper experience over the phone

## **Rubineta - European Sanitary Faucets Producer. UAE- (2018-2020)**

### **As Sales Executive**

### **Job Responsibilities**

- Representing the company in various exhibitions and trade fairs
- Launching and distributing several products
- Boosting sales in my department every month
- Researching the market on a regular basis for related products
- Arranging several effective client demonstrations
- Liaising with the suppliers in order to make sure that existing orders increase
- Recorded and administered on sales and forwarded them to the relevant department
- Provided clients with great quotations
- Wrote detailed sales forecast for the company managers which proved very effective
- Communicated any new products to our customers
- Created professional sales script

**FAHZAM PROPERTIES– RERA certified Real Estate agency focusing on sale and lease. UAE (2014-2018)**

**As Real Estate Agent:**

- Experience in assisting clients in buying or selling real estate.
- Excellent in comparative market analysis.
- Expert in providing exceptional customer service.
- Skilled in working in fluctuating market and intense competition.
- Manage appointments with the clients.

**MAG – Bridge Company LTD (UK) Data Acquisition Supervisor (Experience - 2 years)**  
**“Near – New Manchester Road, South Middleton Bus Station – Manchester”**

**Role & Operations of the Company**

- Cosmetics Manufacturer
- Cosmetics Packing
- Delivery to whole sale dealers

**Job Responsibilities**

- Delivery Record Keeping / maintenance
- Collection Record Keeping / maintenance.
- Receipt Record Keeping / maintenance.

**British Petroleum (UK) Stock Manager (Experience - 4 years)**  
**“Near – Cheetarmil Road, Manchester B4/346 – Manchester”**

**Role & Operations of the Company**

- Find oil and natural gas
- Find energy to fuel the future
- Manufacture motor oil lubricants

**Job Responsibilities**

- Secretarial support to top management
- Fuel Reports
- Delivery to different Stations
- Quantity / Quality of Fuel checking
- Record of Maintenance

## Challenges

- Maintaining delivery on time was always a challenge and to overcome this challenge, priority was given to large and regular customers.

**SHELBY** **Team Lead Operations** (Experience - 4years)  
*“Adam Jee Road, Saddar, Rawalpindi – Pakistan”*

## Role & Operations of the Company

### Multiple Services

- Health care services
- Lead Generation
- Order Taking
- Home improvements
- Home warranty
- Home security
- Education
- Appointment setting
- Outbound calling services
- Inbound services
- Technical support and Troubleshooting
- Customer services and Care
- Surveys

## Job Responsibilities

- Record keeping of leads being generated from our office.
- Keeping / maintaining record of over 50 personnel working under me. Record includes attendance, their leads record and overall performance in the organization.
- Figure out the increment percentage of the personnel as per their performance.
- Delivery Record Keeping / maintenance
- Collection Record Keeping / maintenance.
- Receipt Record Keeping / maintenance.

### **Role & Operations of the Company**

- Strengthening its safety and security oversight role as per International Civil Aviation Organization requirements and standards.
- To facilitate growth of the infrastructure development (Airports and Airport Cities) on a fast-track basis. Private sector participation in the process is also being encouraged.
- Enhanced Regulatory and air space management capabilities. Moreover, emphasis is being laid on commercialization of its assets and land with improved customer / passenger service standards, benchmarked with top performing international airports
- Investing in Human resource development through structured approach with particular focus on quality of people and enhancing their professional capability.

### **Job Responsibilities**

- To facilitate passengers of VIP Lounge
- Control and Solve Baggage/refreshment problems
- To brief and control all personal under command for smooth functioning

### **Challenges**

- Help in recovering stolen baggage
- Supervise VIP movement and ensure proper security regarding personnel entering the lounge
- Facilitate all the VIP personnel and ensure that every one is equally handled and with care as well.
- Face different types of attitudes and handle them all with a cool mind, resulting in solution of the problems.

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## **EDUCATION**

- ❖ Graduated from University of Peshawar, located in Peshawar (Pakistan), in year 2002  
Bachelors of Arts  
Majors – English, Urdu, Pakistan Studies, Islamiyat Compulsory & Islamic Studies

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**Computer Skills:**

- ❖ Advance user of Internet.
- ❖ Good command on Microsoft Office 2007.
  - Microsoft Word
  - Microsoft PowerPoint
  - Microsoft Excel

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**Competence:**

- ❖ Management
- ❖ Administration
- ❖ Human Resources

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**Languages:**

- ❖ English
- ❖ Urdu
- ❖ Punjabi

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**Extra Curricular Activities:**

- ❖ Hunting
- ❖ Golf
- ❖ Internet Surfing
- ❖ Listening Music etc.

**Driving License:**

- In Process