

QASIM SHAHZAD

SALES EXECUTIVE

Contact

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Skills

Sales presentations
Excellent

Product and service sales
Excellent

Extensive personal network
Excellent

Operations
Excellent

Sales Reporting
Excellent

Marketing strategy
Excellent

Time management

Focused Sales Manager committed to motivating others and offering extensive knowledge penetrating new territories and promoting product lines. Highly effective mentor driven to assess individual and group performance to implement improvements and set goals. Determined individual with background in establishing and nurturing lucrative partnerships.

Work History

2020-08 -
2022-01

Sales Manager

- Automobile Finance Company, faisalabad, Pakistan*
- Managed order cycle to enhance business development and maintain sustainability and customer satisfaction.
 - Monitored customer buying trends, market conditions and competitor actions to adjust strategies and achieve sales goals.
 - Delivered engaging sales presentations to new clients, explaining technical information in simplified language to promote features and increase client base.
 - Collaborated with internal teams and suppliers to evaluate costs against expected market price points and set structures to achieve profit targets.
 - Oversaw employee performance, corrected problems and increased efficiency to maintain productivity targets.
 - Built positive relationships with customers to increase repeat business.

2019-12 -
2020-08

Call Center Customer Service Representative

- Hydopure Water Tecnoligies LLC, SHARJAH, UAE*
- Resolved concerns with products or services to help with retention and drive sales.
 - Responded to customer comments and questions via LiveChat during shifts.
 - Helped large volume of customers every day with positive attitude and focus on customer satisfaction.
 - Sought out training opportunities to enhance customer relationship management abilities and

Excellent

Relationship building

Very Good

POS [POSRocket] expert

Good

further boost satisfaction scores.

- Achieved high satisfaction rating through proactive one-call resolutions of customer issues.
- Described product highlights and benefits to help guide purchasing decisions.
- Maintained up-to-date knowledge of product and service changes.
- Trained staff on operating procedures and company services.
- Boosted sales by conferring with customers to evaluate purchase requirements and recommend best-fit company offerings.

2018-05 -
2019-12

Cashier

AL FATAH SHOPPING MALL, FAISALABAD, PAKISTAN

- Helped customers complete purchases, locate items and join reward programs.
- Answered questions about store policies and addressed customer concerns.
- Restocked and organized merchandise in front lanes.
- Monitored self-checkout systems and provided assistance or intervention where required.
- Reconciled cash drawer at start and end of each shift, accounting for errors and resolving discrepancies.
- Worked closely with shift manager to solve problems and handle customer concerns.
- Worked flexible schedule and extra shifts to meet business needs.
- Reviewed weekly sales ads and monitored price changes.

2014-04 -
2019-11

Call Center Agent

Global Outsourcings Pvt Ltd., faisalabad, Pakistan

- Reached out to customers after completed sales to suggest additional service or product purchases and inquire about needs or concerns.
- Researched and evaluated suppliers and vendors based on quality, price, selection, availability and distribution capabilities.
- Recommended products to customers, thoroughly

explaining details.

- Adhered to company policies and scripts to consistently achieve call-time and quality standards.
- Helped large volume of customers every day with positive attitude and focus on customer satisfaction.
- Contributed to company achieving and holding industry-leading customer service ratings.
- Met established attendance expectations and team revenue goals to achieve company objectives.
- Scheduled introductions and meetings for sales and assigned leads to encourage timely follow-up.
- Identified customers from previously untapped market sectors with innovative call strategy.

Education

2018-05 - 2020-07	Bachelor of Arts: Business Administration <i>G.C University - FAISALABAD</i>
2016-05 - 2018-08	Intermediate: Business Economics <i>Satiana Road College - Faisalabad</i>
2014-05 - 2016-06	High School Diploma <i>Saberiya Sirajiyah School - Fisalabad</i>