



Wasim Rafiq

Sales & Marketing Executive

My Contact

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📍 Dubai, UAE

Hard Skill

- Client communication
- Sales and market development
- SOP adherence
- Interpersonal communication
- Root cause problem-solving

Soft Skill

- Observation
- Decision making
- Communication
- Multi-tasking

Education Background

- Newport University, karachi
Bachelor's of Engineering
Completed in 2016

Additional information

*well knowledge about MS Office
Excellent written and communication skills
experienced indoor/outdoor sales
experience to handle the customer
complaints*

About Me

Dedicated Professional Sales Executive with 6 years of expertise maintaining superb customer care while attending to high call volume. Conducts sales outreach activities according to established objectives. Driven to maximise daily efforts to achieve call volume and talk time requirements.

Professional Experience

Super click trading LLC(Fonezone.ae) | sales executive
2023– Present

Key responsibilities:

- Managed customer relationships through consultative sales techniques to attain individual sales goals.
- Contacted customers to set-up appointments, monitor satisfaction levels and upsell additional offerings.
- Researched and resolved customer issues received via different channels for exceptional client experience.
- Examined complex issues raised by frontline advisors through client callbacks and call listening to find solutions

Merchandiser | Uniliver Karachi, pakistan

2021– 2022

Key responsibilities:

- Strengthened traceability by developing organisation systems for company documents and records.
- Helped management teams develop policies and procedures to improve record management, confidentiality and security.
- Executed effective merchandising methods including stock and price management, exceeding profit targets
- Analysed department performance to maximise commercial opportunities, highlighting risks to key stakeholders.

Sales promoter| Philips Electronics

2017 – 2020

- Key responsibilities:
- Demonstrated extensive experience within field sales and field marketing to grow brand awareness and customer base.
- Promoted company products and experiences with passion and enthusiasm, increasing customer engagement.
- Engaged in meaningful conversations with customers to understand requirements and leverage sales.

Languages

English	Proficient and fluent in speaking
Hindi	Proficient in speaking
Urdu	Proficient and native language