

KEY ACCOUNT EXECUTIVE

RIMSHA RAZI

CONTACT

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Al Rigga, Dubai



EDUCATION

2015- Present

B.COM in Accounts
University of Karachi,
Pakistan

KEY SKILLS

Customer Service



Communication Skill



Problem solving



Team Leadership



Time Management



PERSONAL DETAILS

DOB 18/01/1995

Nationality Pakistan
Language English,
Hindi, Urdu

Visa status
Visit Visa

PROFILE

Recognized for ability to communicate with customers and provide exceptional service that ensures client retention and positive feedback. Proven ability to increase sales through upselling techniques as well as implement additional processes that drive profitability. Seeking for a career in progressive organization, which will be challenging and demanding, where I can practice and learn skills.

PROFESSIONAL EXPERIENCE

**Telesales HTMA TECHNOLOGIES LLC,
Dubai**

Feb 2020- Oct 2021

- Greeting and attending walk in customers to explain the variety of available product and services.
- Intimating customers with information on new package offers and Discount deals via phone calls and messages.
- Handling cash counter and processing Cash (in all major currencies), Cheque and Credit Card as mode of payment.
- Preparing reports related to sales on welcome kit, returns and stock availability and placing order to replenish stock as needed.
- Performing general administrative duties.
- Managing office files in such an effective manner, that they are readily available when required.

Account Key Executive | Alwafiq Electronics, Dubai |

May 2019 -Jan 2020

- Ensured set sales targets are achieved in due time.
- Responsible for executing, monitoring and coordinating with designated clients in the existing client database.
- Developed new and fresh strategies for increasing sales.
- Responsible for promoting new products to client
- Coordinated with various departments within the company.
- Assisted in training and hiring new staff.

Customer Service | IBEX Global, Karachi, Pakistan |

Mar 2018 -Dec 2018

- Answered inbound calls from customers professionally and responded to customer inquiries and complaints.
- Provided customer services with organization's service and product information.
- Managed administration, communicated and coordinated with internal departments.
- Performed other duties as assigned.