

# Malik Ameer Hamza Khizar

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Visit Visa valid date: 15<sup>th</sup> Feb, 22

Dubai, United Arab Emirates



## CAREER OBJECTIVE:

Looking for a reputable employee to utilize my skills and guts at utmost with best **personal & interpersonal skills** to communicate effectively and to add **my value** to the esteemed organization

## CAREER PROFILE/SKILLS:

- 6 years of experience in sales & marketing and **customer relation services**
- Following **line of thinking & action** as guided
- Excellent in **customer care** & understanding **customer mentality and demand**
- **Creating a feeling of belonging and trust in customer** regarding the company's product & services provided

## PROFESSIONAL WORK EXPERIENCE:

**Organization:** AI-Wafiq Electronics Trading LLC (Du Channel Partner Telecom)

**Tenure:** Dec 2014 – April 2016

**Designation:** SALES EXECUTIVE



### Responsibilities:

- Responsible for achieving individual out-door sales targets for Du Postpaid sims
- Closing the leads got from mobile number portability (MNP), different companies and tele sales
- After having owners number from Dubai Economic Development (DED) website, contacting them and getting appointments
- At times guiding the Du Postpaid plans to Etisalat users given by team leaders
- Convincing the Etisalat Land line users towards Du
- Maintaining and developing good relationship with customers through personal contact or meetings or via telephone, social media etc.
- Taking attention of customer by advertising through banners, brochure etc. when at KIOSK
- Motivating & guiding the new colleagues in the sales team to reach their targets
- Providing excellent service to the customers. Always prefer in moving to customers location for their facility
- Analyzing applicants' financial status, credit, and liabilities evaluations to determine feasibility of eligibility
- Ensuring all the documents are as per rules before activation

### Achievement:

- Completed the monthly assigned targets
- Pursue all the cases with seniors till the Postpaid sims are activated for the customers and make sure that they enjoy the plan

**Organization:** Telenor Franchise Rawalpindi, Pakistan

(Leading Telecom Company like Du and Etisalat)

**Tenure:** June 2016 – Dec 2017 and Jan 2019 – Sep 2021

**Designation:** CUSTOMER RELATION OFFICER



### Responsibilities:

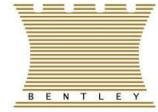
- Maintaining good relationships with customer by giving them priority and solving their concerns over the phone, by email or in person about services
- Responsible for sim replacement through Sible
- For sim ownership changing and mobile number portability (MNP)
- Dealing with easy pesa customers and guiding customers regarding telenor packages
- Calling existing clients to ensure their satisfaction
- Networking within the community to identify prospective customers and contributing to the organization's marketing campaigns
- Bringing a specific complaint from a customer to the attention of someone who can resolve the situation. Also passing along general feedback hearing from customers
- Educating others hired to respond to customer complaints
- Maintaining daily Activity report and maintaining all document records for future use
- Maintaining weekly and monthly record of customers complaints if any

- Taking practical interest & giving ideas for advertising all the new packages through banners, brochure and broadcasting on local cable channels
- Helping in organizing the trainings and workshop for employee and retailers to keep them inform about company
- Maintaining the personal performance compliment record given by customer for self grooming

**Achievement:**

- Really happy to provide customers with ease by helping them in solving their issues

**Organization:** Bentley Trading Dubai, United Arab Emirates  
**Tenure:** Jan 2018 – Sep 2018  
**Designation:** SALES EXECUTIVE



**Responsibilities:**

- Responsible for achieving individual out-door sales targets for CCTV installation
- Sending emails to different companies, contacting their owners, follow-up with them for face to face meeting
- In meeting, guiding the cctv quality, installation and maintenance requirement according to dubai police rules
- Then briefing them about our company reputation, the work we have done
- Acknowledging them the quality of cameras we have with brochure
- Convincing them and handing over for further action to senior sales executive
- Keeping record of all targets achieved, completed deals, appointments, follow-ups, problems we faced and finding their solutions

**Achievement:**

- Completed the monthly assigned targets
- Pursue all the cases with seniors till the cameras are installed or maintained

**ACADEMIC EDUCATION:**

<u>DEGREE/CERTIFICATION</u>	<u>EXAMINING BODY:</u>	<u>YEAR</u>
Bachelors of Science in Electrical Engineering	Army Public College of Management & Sciences affiliated with University of Engineering & Technology, Taxila Pakistan	2009-13

**Key Skills:**

**Professional Expertise Skills:**

Customer Relation & Care, Sales Executive, Marketing, Office Documentation

**IT Expertise Skills:**

MS Office Suite, MS Excel, Marketing Pro, Corel Video Studio

**PERSONAL INFORMATION:**

**Father's Name** : Malik Khizar Ali

**REFERENCE:**

Reference will be furnished on demand