


Faraz Afzaal





EXECUTIVE SUMMARY

Results-focused Supervisor offering successful background leading talented sales personnel. Successful at engaging with staff by discussing sales performance, maintaining accountability and acknowledging excellent performance. Driven to maintain service standards by supporting staff in handling service issues and customer communications. Enthusiastic management professional with demonstrated success supervising staff and building teams. Proven history of achieving sales goals by monitoring employee performance and coaching staff on effective sales methods. Skilled in solving complicated issues and making proactive operational changes.

CONTACTS

 DUBAI

 Farazafzaal0@gmail.com

 00971555711526

EDUCATION

B.COM
2009-2011

SCHOLARS COLLEGE
ICS COMPUTER SCIENCE
2007-2009

MATRIC
GREEN LAND HIGH SCHOOL
2004-2006

SOFT SKILLS

- Strategic planning
- Budgeting and forecasting
- Project scheduling
- Lean Startup Thinking
- Agile Software
- Scrum Management
- Meeting moderation
- Goal and conversion tracking

COMPUTER SKILLS

- MS OFFICE
- FOUNDATION

WORK EXPERIENCE

FLOOR MANAGER KK SPORTS

06/2022-12/2023

- Complete efficient daily opening and closing process to prepare team and maintain Financial.
- Made personal recommendation for customer by sharing product knowledge.
- Offered hand-on assistance to customer preferences.
- Oversaw supply restocking, area cleaning, and product organization.

Order booker

06/2021- 02/2022

Lays pakistan.

- Managed book clients resulting amount in commission.
- Met with industry connections to discuss opportunities.
- Implemented and developed marketing plans to promote clients and increase visibility.
- Assisted clients with developing personal brand and public image.

RELATIONSHIP OFFICER

02/2020-06/2021

JUBLIEE INSURANCE

- Promoted new and updated services to increase customer retention.
- Educated customers about company products, services and special offers.
- Reviewed client files to identify opportunities for cross selling.
- Kept track of current and potential clients needs to recommend new applicable products and services.
- Delivered team objectives according to business development strategy.

Customer service Representative

02/2019-01/2020

Pakistan Telecommunication Limited.

- Provide primary customer support to internal and external customers.
- Answered customer's calls promptly to avoid on-hold wait times.
- Updated account information to maintain customer records.
- Responded to customer requests for products, services and company information.
- Answered constant flow of customer calls with minimal wait times.
- Tracked customer service case and updated service software with customer information.
- Actively listened to customers, handled concerns quickly and escalated major issues to supervisor.

LANGUAGES

- ENGLISH
- URDU
- PUNJABI