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|  | Fahad Naveed Tahir  Lahore, Pakistan  Mobile No: 03316191275  Email: fahadnaveed777@gmail.com |
| Objective | I want to be part of a dynamic and progressive organization, which offers challenging working environment where one can utilize energies and competences in a positive direction and contributes towards overall objectives of organization. |
| Qualification  Summary | * Ability to take a holistic view and manage critical timelines and deliver “Must Win" exposure to all fast running process * A team player with leadership & motivational skills with the ability to work with individuals at all levels * Clear awareness about company policies and culture * Ability to control the change management and control the risks * Total command on Computer Applications |
| Areas of Expertise | * Telemarketing * Sales Management * Marketing Management * Project Planning & Team Building * Execution Planning * Customer Relationship Management * Email/Internet Marketing * Marketing Research Analysis * Customer Relationship Management * Organization, Planning and Priority Setting * Procurement Strategy * Quality Assurance * B2B Sales * Outbound sales * Customer service |
| Education and  Qualification | (2010) M.B.A (Marketing and Finance)  University of the Punjab, Lahore, Pakistan  (2008) Bachelors in Commerce  University of the Punjab, Lahore, Pakistan  (2006) Intermediate in Computer Science (ICS)  Aptech, BISE Gujranwala, Pakistan  (2004) Matriculation - Science  BISE Gujranwala, Pakistan  (1994-2003) Primary Education  Wes green International School, U.A. E |
| Professional  Experience | 2023-2024 EpicSoft Technologies (IT Hardware Sales)  Designation: Account Executive.   * Negotiation * Customer relation management * Inquiry sessions * Handling customers services * Meeting of the targets * Convert leads to sales * Sending RFQ/pricing codes to quotes to customers * Establish best practices   2022 to 2023 Alpha Global (IT Hardware Sales)  Designation: Account Executive   * Handling customers services * B2B sales * Inquiry sessions * Direct customer order services * Coding and decoding of the orders * Meeting of the targets * Convert existing database of customers into the accounts * Sending RFQ/pricing codes to quotes to customers * Convert leads to sales   2020-2022 IBEX (Global|)  Designation: Customer Support Specialist   * Answers incoming calls and emails from customers * Establishes trust * Work with other departments to resolve customer issues in a timely manner. * Records complaints and feedback * Promote and sale the product and service * Ensure customer to follow-up all the time * Handle customer needs and requirements * Respond to customer inquiries and resolve * Convert leads to sales * Records complaints and feedback   2018 till 2020 SPARKEYE TECHNOLOGIES – Software Development  Designation: Lead of Customer Support   * Coordination with foreign clients and customers * Find new clients and generate leads * Obtain all the information from clients and quote them accordingly * Conduct outgoing periodic follow up on daily basis * Prioritize various client requests and meet established deadlines * Responsible for the development, performance and maintenance of the customer service activities of the organization * Meet your targets and those of the team as a whole * Efficient running of the team * Contribute to training and development of the team * Achieve maximum profitability and growth in accordance with organization plans * Lead and direct front-line customer support teams. * Organize and motivate team members in their day-to-day work. * Manage and understand data around incoming case volume. * Communicate any trends in customer communication or behavior to other departments. |
|  | 2017 till 2018 AXIS RECRUITMENT- Customer Support Executive (Lahore, Pakistan)  Designation: Customer Support Executive   * Resolving customer queries * Recommending solutions and guiding product users through features and functionalities * handling customer concerns and complaints in a timely manner. * manage large amounts of incoming phone calls * obtain all the information from them and cover the shift. * Meet personal/customer service team sales targets and call handling quotas * Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution * Keep records of customer interactions, process customer accounts and file documents * Follow communication procedures, guidelines and policies * Take the extra mile to engage customers * establishing a positive rapport with all clients and customers in person or via phone.   2017 till 2017 BDS LAW – Telesales Office (Lahore, Pakistan)  Designation: Case Verifier   * Coordination with foreign clients and customers * Generate telesales * Review and research lead regarding potential accident or trauma incidents * Conduct outgoing periodic follow up on case status and payment. * Prioritize various client requests and meet established deadlines   2016 till 2017 INTERSOFT- Call Centre – BPO (Lahore Pakistan)  Designation: Manager Customer Services   * Coordination with U.S based clients and customers * Facilitate U.S based customers through calls * Generate sales through calls * Keeping U.S based customers updated with latest trends and key products   2014 to 2016 Mind Bridge-----Call center (Lahore, Pakistan)  Designation: Customer Representative Officer   * Coordination with U.S based clients and customers * Facilitate U.S based customers through calls * Generate sales through calls * Keeping U.S based customers updated with latest trend and key products   2011 till 2013 UFONE (PAK TELECOM MOBILE LIMITED)  Designation: Customer Representative Officer   * Coordination with other departments and clients * Updated customer with new products and services * Visit potential customers for new business * Provide customers with quotations * Negotiate the terms of an agreement and close sales * Gather market and customer information and provide feedback on buying trends * Represent your organization at trade exhibitions, events and demonstrations * Identify new markets and business opportunities * Develop and implement rules and procedures   2010 to 2011 SILK Bank (Paris Road, Sialkot, Pakistan)  Designation: CRO/Sales and Marketing Executive   * Worked on target-oriented job as acquiring deposit from clients and achieving targets * Handled customers as Customer Relation Representative Relationship building * Researching the market and related products. * Presenting the product or service in a structured professional way face to face   2008-2010 DAUD JEE MFG CO (Surgical Instruments  Manufacturers)  Designation: Coordination (Correspondence) Officer   * Coordinate with other departments to render efficient services to corporate customer * Coordination for the International (Import and Export) projects * sites involved in the project and coordinate meetings, including travel arrangements and expense reports * Maintained a detailed project schedule which includes administrative tasks and all prepare and/or edit meeting minutes, presentations and tables   2006-2008 The Educators (A Project of Beacon House School  System)  Designation: Project Coordinator and Consultant   * Project Completed during this tenure under the Supervision/Coordination of myself * Coordination and interaction with all the departments |
| Professional Training/ Experience Certificates | * One Year diploma in IT Engineering (ACCP) from APTECH (Sialkot, Pakistan) * ECL Course from Lingua Home (DHA, Lahore, Pakistan) * CCNA – Cisco Certified Network Associate (Corvit) |
| Personal Skills | * Generic Skills: Team Leading, Planning, Coordination and Excellent Communication and Interpersonal Skills * Languages: Proficient in English and Urdu * Operating Systems: MS DOS, MS Windows 9X/2000/NT/XP/Vista,7,8 ✓ Software: Microsoft Office, SPSS, QuickBooks, Peachtree, Sage |
| Misc Information | C.N.I.C: 34603-4887839-9  Domicile: Punjab Marital Status: Married  Nationality: Pakistani Religion: Islam |
| Interests | Watching TV, Reading, Travelling, Internet Browsing |
| Reference | Available upon request. |