

JUNAID MANZOOR MIR

Address: International city Italy cluster U-02.

Joining: immediately

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Email: junaidmir337@gmail.com

Date of Birth: January 19' 1993

Passport # LR998661

Nationality: Pakistani



Work Experience:

PAKISTAN TELECOMUNICATION (PTCL)

(NOV 2019 Till Dec 2021)

Retail Sales Officer cum Customer Services

Job Responsibilities:

- a) Answer product and service questions, offered information on related products and services.
- b) Placed and cancelled an average of 160+ orders from Retailer's & distribution in a week.
- c) Maintained information of retailer in database.
- d) Prepared Monthly, Quarterly, and annual reports.
- e) Fulfill and exceed customer satisfaction goal in a constant manner.
- f) Monitoring and uploading stock daily at pcrm software.
- g) Performed market research surveys on customer needs and requirements.
- h) Performed kiosk activities to boost sale.
- i) Obtain customer information such as name, address and payment method and enter order in to software.
- j) Answer telephone calls from potential customer who has been socialized through advertisement.
- k) Operate office equipment such as printer, scanner and arrange for repair when required.
- l) Greeting visitors and guide them properly about product.

Askari bank limited

(May25 till Nov 2018)

Business development officer

Job Responsibilities:

- a) Relation building with existing and new customer.
- b) Maintain daily record of post sales.
- c) Cheque book receiving and dispatching.
- d) Resolves customer complaints with in branch level.
- e) Insurance dealing, mortgage loan & house loan.
- f) Guide customer for long term investment plane.
- g) Attending meeting and trainings for career development.
- h) Follow-up with the clients marketed / visited in order to obtain relevant / necessary documents / information from the client required for processing of credit applications.
- i) Market checking.
- j) Maintain Cash and lockers dealing
- k) Effective response on supervision emails.

Office Assistant (National Internship program)

- a) Enroll students in different programs offered by the university.
- b) Maintain files, making documents, reports and making copies.
- c) Networking with students via social media.
- d) Distributing mails to the respective staff.
- e) Greeting visitor and students.
- f) Data entry, documentation and excel sheet.
- g) Arrange seminar and different workshops for students.
- h) Monitoring the order supplies related to the office.

Planning and Development department

(June 15, 2013 Till July 17, 2015)

HUMAN RESOURCE ASSISTANT

Job Responsibilities:

Responsible for performing an extensive variety of technical, administrative and office duties in support of human resource department. Answering online and face to face queries from employees.

- a) Telling staff about changes in their employment terms.
- b) Providing advice and guidance on all key HR issue.
- c) Attending recruitment interviews as a member.
- d) Providing administrative support on HR processes.
- e) Trained on boarded new employees and conducts orientations for new.
- f) Mentored employees through personal and professional issue.

Qualifications:

- MBA Human resource management (International Islamic university Islamabad)
- BBA (hon's) University of Azad Jammu and Kashmir

Achievements:

- 3 month internship at State bank of Pakistan.

Projects:

Marketing Gala

- Marketing gala is two days event hosted by department of business administration.

Management skills:

- Leadership skill.
- Administrative skills.
- Team supervision.
- Customer services.
- Customer Relationship management.

Others Skills:

- Working knowledge of PCRM software.
- Excellent interpersonal communication with strong analytical and report writing skills.
- Effective team player & Coordinator.
- Pro-efficient in using Microsoft Windows, Microsoft Office, Internet etc.

Interests/Hobbies:

- Book reading.
- Playing games.

References:

To be furnished on request.