



# DIL PAZIR ABBAS AWAN

Dubai

dilpazir92@gmail.com

+971528700463

DOB 19/02/1995

## Objective

Energetic customers service representative with high experience, work tenure in resolving complex customer inquiries, Passionate about building sustainable clients relationship, driving a brand reality and increasing clients engagement.

## Education

### **University of Sargodha, Pakistan**

Diploma in Graphic Design

2019 —

### **University of Sargodha, Pakistan**

BS-Textile Design

2014-2018 —

### **Institute of Technology and Management, Sargodha, Pakistan**

Diploma in Graphic Designing

2013-2014 —

### **Punjab College of Information and Technology, Sargodha, Pakistan**

Higher Secondary School Certificate Pre-Engineering

2012-2013 —

### **Progressive Public School, Sargodha, Pakistan**

Secondary School Certificate Sciences

2010-2011 —

## Experience

### **Ibex, Pakistan**

March 07, 2021 - at this date

Direct sale representative

Perform other duties as requested.

Meet activity targets and key performance indicators which includes outbound calls per day, follow up calls, quotes sent, sales and connects etc.

Handles all prospects with courtesy and professionalism, Established and maintain a high level of prospect and satisfaction in all interaction.

Inform prospects of our product pricing model and character's competitive advantage compared to other service providers.

Effectively sell charter products and services to existing prospects.

Responsible for consistently achieving a monthly sale quota by adding new lines of service.

Effectively balance new lead generation versus follow up efforts. Create a strong follow-up plan that will allow for greater efficiency and increased sales conversion rates.

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**JAZZ limited****Nov 01, 2020 - Feb 29, 2021**

Team leader in Inbound sales representative

Creating and maintaining effective relationships with customers while recommending Jazz products and services based on the conversation with customers based on needs and interests.

Consistently achieve overall performance goals by effectively promoting and selling products and service value of those products and services.

Collaborating with other departments to provide a quality experience to internal and external customers and void escalation.

Building rapport, support, reassure and educating the customers throughout the call or personally.

Responding to customer complaints in a professional manner to resolve and upsell by established guidelines.

Using the multiple systems to help provide accurate information to both customers and proper company departments.

Work as an inbounds sales representative to sell to for JAZZ limited

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**Interwood, Lahore****Jan 08, 2020 - Sep 07, 2020**

Internship

Work includes:

Graphical and network services.

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**Ikram Traders, Sargodh****Feb 06, 2019 - Aug 07, 2019**

Internship

Work includes:

Operation, administration,  
marketing, training, supervision of product and to  
manage excellent services to customers

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**Nishat Linen Textile Mills, Lahore, Pakistan****Aug 15, 2017 - Aug 30, 2017**

Textile Designer Internship

Work includes:

Design creation, colour separation  
in the CAD department.

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**Skills**

- Business process improvement
- Ms office
- Multitasking

- Problem Solving
- Process improvement
- Inventory management
- Insurance billing
- Customer service
- Promotion
- Sales
- Ability to meet sale goals and deadlines
- Friendly, likeable
- Strong work ethic

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**Communication skills**

Coordinate meetings

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Remote Communication

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Presentations

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Skill full approach and good communication skills gained through my experience

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**Software's skills**

MS Office

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Solid works

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Ansys

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**Reference**

**Provide upon demand.**

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**Management skill**

Interpersonal assessment before execution. Decision-making skills and roles that meet the best quality standards for the organization Working with a team or free-spirited. Fascinating power to meet international trends

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**Organisational skills**

Producing samples of sketches and designs for custom tasks Using software's to develop a range of designs. Ensuring the tasks are completed on time.

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**Digital skills**

Knowledge of sketching and creating various designs, Adobe Photoshop, Adobe-Illustrator, Coral Draw, Adobe In-Design, MS-Word, MS-Excel, PowerPoint. Familiarity with print collaterals design and techniques. Artistic creative ability to draw illustrations. Familiarity with visual art. A keen eye for texture, pattern and colours. Understanding of different textile processing CAD skills, deadline meeting ability and within available resources and budget.

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**Personal Interest**

Writer, poet, painting, screen printing, printmaking, stencilling, Texture, Design packaging and applied arts, Fine arts and Studio Arts, Ceramics, Drawing, Multimedia Arts, Printmaking, Sculpture, Weaving and Photography, Knitting and Embroidery, Block Printing, Hand Printing, Event Organizer and attender, Interior Designing, Freelancing

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