**AMJAD ALI CV**

**Job Title: Business Development / Expertise: Sales Negotiation / Industry: Sales & Marketing,**

**Customer support, Shipment and Medical Billing**

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** amjad.327 0323-2921327**

### CAREERSUMMARY

Energetic, Result Oriented Professional with 8 + years of proven success in Sales, Customer Support, and Marketing

Good in prospecting, identifying needs, building rapport, handling objections and closing the sales smoothly Excellent Verbal and written communication skills.

Result oriented: Ability to achieve target within given time

Extensive work with all sources of media channels for online marketing.

### EDUCATION

* BCS from University of Karachi 2009
* Diploma in Business Administration from Bright Scope College 2006
* S.sc Pre. Engineering from St. John’s School 2000

### KEYSKILLS

* Competent in the use of Microsoft Office ( Word, Excel & PowerPoint)
* Efficient use of online services
* Can effectively search from various search engines key information.

### EMPLOYMENT HISTORY

Senior Executive

Axact IT Company

Brand Management

(Shipment Dept Trading Portal)

[www.Axact.com](http://www.Axact.com)

**Responsibilities:**

* Work is to request for shipment booking for cars to vendor.
* Follow up to get shipment schedule and vessel detail and update in the system.
* Upload all documents in system so that sales team can check detail accordingly.
* Request for inspection of cars to different vendors.
* Resolve sales department queries regarding shipment.
* Take strong follow up on all pending units and pending Inspection.
* Communicate with the vendor through call and Via Email.
* Payment pending and Consignee details pending daily report with sales

department and account management team.

##### Senior Sales Executive

Kansai Group Corporation Japan

[www.kansaigroupjp.com](http://www.kansaigroupjp.com)

**Responsibilities:**

* Monitoring Marketing Campaigns for Google PPC, Ad works, Banners and Face book Advertising.
* Assisting overseas Sales and the Marketing Assigning monthly tasks.
* Research on Competitors promotional activities and design proactive promotion on certain events.
* Collection of feedback from customer services and sales department to study the causes of changed buying behavior.
* Assignment of tasks to the Executives within department.
* Reporting the marketing manager on monthly tasks.
* Support and facilitation to sales team on daily, weekly and monthly tasks.
* Budgeting and planning the marketing activities.
* Conducting frequent surveys among the customers regarding the requirements of product.
* Approvals on key messages to attract the customers towards the brand name.
* Making customer driven strategies and customers focused planning.
* Communicate with the Buyers in Japan and the Importers in Africa.
* Communicate with the Clearing Agents at the Arrival ports for the customer services under same umbrella.
* Keep all the required documentation for the cars and the payment like Auction Sheet, Export Certificates, BL, Final Invoices and the payment status updates for the sales.

##### Sep, 2013 – Jun 2016 Sales and Marketing Team Lead

SBT Japan

[www.sbtjapan.com](file:///C:\Users\SCG\Downloads\www.sbtjapan.com)

**Global Used Car Exporter , head office in Yokohama Japan and 15 Ofices in USA, Europe , Africa and Asia.**

**Responsibilities:**

* Used vehicle sales, pricing strategy ,client relations and needs assessment, marketing.
* Pitch new and existing clients.
* Understanding client needs.
* Responsible for revenue generation through new and existing accounts.
* Live Chat Support.
* Provide the entire car Details relates to the Auction House.
* Checking the Details regarding the car Features and the Specification according to the System.
* Make sure the payment is Done in time from the Client so we process the Documentation
* To maintain all the documents for the car clearance at the port.
* Most importantly we register the new Customers for Company to make more Business with End user.

##### June, 2008 – Sep 2013 Team Lead

Warid Telecom

[www.warid.com](http://www.warid.com)

**Responsibilities:**

* Receive every call to provide the best (FCR) According to the Company Policy
* Agent performance report on Daily Basis
* To maintain the important information for Team according the weekly performance
* To keep check of all the Complaints made for the Action as per the Requirement for the resolution
* To provide regular progress of complaint to customer through correspondence
* To keep the Team Attendance to be Updated on daily basis
* Take inbound calls and guide customer about the VAS and PAKAGES
* Updating agents with product and operation manual details
* Take ownership of all customer queries & requests received through various channels
* Coordinate with respective units/departments for complaint initiatives
* Highlight process gaps and customer feedback with business to bring improvement
* Listening agents calls to verify the Communication with customer is done in a manner able way
* Maintenance of monthly shift roster
* Maintaining daily MIS shift report
* Daily Complaint MIS

##### June, 2007 – June 2008 Shift In charge (Dep Cargo)

Air Blue

[www.airblue.com](http://www.airblue.com)

**Responsibilities:**

* Customer dealing on shipment
* Manage Operations related to Cargo handling
* Cash handling
* Shipment booking
* Producing documents, briefing papers, report & presentation
* Maintaining & developing the office filing system and manual

### PERSONALSKILLS &ATTRIBUTES

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| **COMPUTING** | * MS Power Point ( Expert Level ) * Ms Word ( Expert Level ) * MS Outlook Express ( Expert Level ) * MS Excel ( Intermediate Level ) |
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### Personal Information

* Father’s Name Muhammad Iqbal (late)
* Marital Status Single
* Religion Islam
* Spoken Languages English, Urdu, German