

SHAFIQUE AHMED

Gulshan e Hadeed Bin Qasim Town Karachi

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OBJECTIVE:

Aiming to expand my career through an opportunity to utilize my ability, manage a high volume workload in a calm and constructive way. Having comprehensive record of success in customer services, Sales, business development, Troubleshooting and problem resolution. Consistently achieved customer service and sales goals, work enthusiastically for attainment of the organization.

EXPERTISE

- Excellent Customer Service Skills
- Excellent Time Management Skills
- All Microsoft Office Programs
- distress tolerance
- Persuasive ability
- Communications skill
- Problem-solving
- Conflict Resolution

PROFESSIONAL EXPERIENCE

SBT Japan *World's leading Japanese Used cars exporter.*



International Business Consultant – Jan 2015 to Date

Job description:

- To reach goals and objectives related to sales and profitability.
- Management of business accounts as a key account manager.
- Bidding and buying cars from auction houses of Japan on demand.
- Dealing and negotiation with African clients.
- Accept new markets as a challenge and adapt to chance.
- Effectively communicate with clients to gain commitment to purchase.

ACHIEVEMENTS:

- Awarded Achievement certificate upon 202% profit.
- Achievement certificate upon 236% profit.

UFONE GSM *Pak Telecom Mobile Limited Pakistan (Subsidiary of ETISALAT).*



(Customer Care Executive / Service Center Executive) - 2008 to Dec 2014

Job description:

- Providing information / Complaints launched
- Resolving Internal / External customer issues
- Controlled and handled walk-in customer
- Attracts potential customers by answering product and service questions
- Use of data effectively to make informed and timely effective decisions

ACHIEVEMENTS:

- Continues performer with different awards every KPI.
- Appreciations on much creative and suggestive work for organization.
- Award for Excellence of services and Initiatives through valuable feedback

AL FANOOS AL ZAHABI GENERAL TRADING LLC (United Arab Emirates)

(Computer Operator/Sales Executive) - March 2007 to 2008

Job description:

- Performs sales activities on major accounts and negotiate sales price and discounts
- Manages sales team and develops sales and sales support staff
- Coordinates proper company resources to ensure efficient and stable sales results
- Collaborate with Sales and Marketing manager to establish and control budget for sales promotion and trade show expenses



FAISALABAD OIL REFINARY (Pvt) Ltd.

(Sales Coordinator) – August 2006 to March 2007

Job description:

- Coordination with Distributors, Sales Team and Transporters.
- Maintain sales orders.
- Maintaining Suppliers payment details.
- Clearing the Claims of leakage damages DSF/VAN Sharing.

CERTIFICATIONS

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- One-year English language course from American language center Karachi.
 - Worked with Pakistan fisher folk forum for 6 months as MOBILIZER.
 - Studied Conflict Management from **NILAT** the Institute of Government of Pakistan.
 - Excellent command in practical use of MS Excel, MS Word and MS Power Point, social networking and Internet.
 - Working knowledge of Adobe Photoshop, Urdu In-page, Coral Draw etc.

CREATING MOMENTS OF MAGIC – CMOM Golden BLUE Group

- Successfully meeting the requirements of Service Excellence and self enhancement Training by AMER SIDDIQUE President & CEO Golden BLUE Group.

EDUCATION

Degree	Year	Division	University
M.A(Economics)	2009	2 nd	Sindh University Jamshoro
Bachelor of Science	2006	2 nd	University of Karachi

PERSONAL INFORMATION

Father's Name: Sultan Ahmed Memon

Date of Birth: 02-05-1984

LANGUAGES

English, Urdu, Sindhi, Punjabi