



WARDAH YAQOOB

WORK EXPERIENCE

Divine BPO Solutions - Trainer & Senior Sales Agent

Feb 2023 to May 2023

- Prepares new sales representatives by conducting orientation to sales process, develops individual coaching plans, provides resources and assistance, and schedules orientation drive-along with senior representatives.
- Conducts exercise sessions for new and current sales employees.
- Observes sales encounters and collects feedback, results, and performance data of trainees after sessions.
- Coordinates with other sales trainers and sales managers.
- Structures training plans to meet financial objectives.

BPO Xperts – Senior Sales executive

August 2022 to January 2023

- Reached new clients and prospective clients to assess insurance needs, budget, financial planning goals, and other relevant details.
- Provides rate quotes and coverage recommendations; assists with long-term planning.
- Assists with completion of application and other necessary paperwork; obtains underwriting approval.

Ibex - Sales Executive

February 2022 to June 2022

- Responsible for selling products and meeting customer needs while obtaining orders from existing or potential sales outlets.
- Ensure that the customer is satisfied and adequately taken care of while making a purchase.

Final Expenses BPO - Sales Agent

August 2021 to December 2021

- Consults with clients and prospective clients to assess insurance needs, budget, financial planning goals, and other relevant details.
- Provides rate quotes and coverage recommendations; assists with long-term planning.
- Assists with completion of application and other necessary paperwork; obtains underwriting approval.

Carphone Warehouse/UK Mobility - Sales Executive

Sep 2019 to June 2021

- Responsible for Cold Calling to the target market.
- Contacting potential or existing customers to inform them about a product or service using scripts.
- Answering questions about products or the company
- Asking questions to understand customer requirements and close sales.

EDUCATION

SKANS

ACCA (DIPLOMA) Year of passing: 2016 to 2017

PROFILE

Highly motivated and disciplined individual seeking an opportunity to become associated with a well-respected company, where I can utilize my skills and gain further experience while enhancing the company's productivity and reputation.

CONTACT

PHONE:
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EMAIL:
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HOBBIES

Content creator on social media
Travelling
Badminton
Cooking

KIPS COLLEGE

Intermediate

Year of passing: 2015

MATRIC

The EDUCATORS

Year of passing: 2014

AL AMAL NATIONAL SCHOOL

Middle

Year of passing: 2008

SKILLS & COMPETENCIES

- Proficient in Microsoft Office and QuickBooks
- Strong interpersonal skills, as well as expertise in intercultural communication
- Language: Fluent in English Arabic and urdu
- Active listening
- Rapport-building
- Time-management
- Problem-solving

** References will be furnished upon request.