



## AHMER IJAZ

101 A BLOCK ALAHMED GARDENS MANAWA

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## OBJECTIVE

To work in a challenging environment that provides an opportunity for a professional exposure and utilize my knowledge and experience

## SKILLS

A multi-talented professional with a can-do attitude.

A team leader and team player

Good at various computer programs including MS Office

## EXPERIENCE

### CUSTOMER SUPPORT EXECUTIVE • TRANS DATA • JAN 2014 – MAR 2015

- Managed large amounts of incoming calls
- Generated Sales leads.
- Built sustainable relationships and trust with customers through open and interactive communication.
- Provided accurate, valid and complete information through phone and emails.
- Handled customer complaints

### SALES MANAGER • U FONE • APRIL 2015- OCT 2016

- Selling products and services using solid arguments to prospects
- Provided the best cost-benefit analysis
- Maintained positive business relationships to ensure future sales
- Supervised a team of 8 sales agents

### CUSTOMER EXPERIENCE MANAGER • DINCLOUD • NOV 2016 - PRESENT

- Set reasonable customer satisfaction goals and work with the team
- Handling complaints and providing appropriate sales solutions
- Communicating with other corporate departments internally for a better customer experience
- Providing commercial opportunities to existing and new partners

### BUSINESS DEVELOPMENT EXECUTIVE • DINCLOUD • NOV 2017 - PRESENT

- Worked as senior Business development officer
- Senior cloud consultant of dinCloud technology
- Working as a team lead manager of business development

## EDUCATION

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BBA (MARKETING) • 2015 • SUPERIOR UNIVERSITY, LAHORE

I.COM • 2010 • SUPERIOR GROUP OF COLLEGES. LAHORE

MATRIC • 2008 • COMPREHENSIVE HIGH SCHOOL

## PERSONAL

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Date of Birth: 2<sup>nd</sup> September, 1991

Marital Status: Single