



Syed Nouman Ijaz

Administration And Management

DEVELOP AND MAINTAIN RELATIONSHIPS WITH EXISTING CLIENTS. IDENTIFY AND PURSUE NEW BUSINESS OPPORTUNITIES. NEGOTIATE CONTRACTS AND PRICING WITH CLIENTS. MONITOR CLIENT AND ENSURE CUSTOMER SATISFACTION.

Contact

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Nizampura west, street 2
Bahawalnagar

Education

2021

**Master's of Arts in Education
Leadership and management
University Of Education, Lahore**

3.17/4.00 Cgpa
2019

**Bachelor's of Arts (BA)
Islamiya University Bahawalpur**
74% Marks

Expertise

strong verbal and written
communication skills ability to
work independently and with a
team ability to perform duties
observant Customer
satisfaction-oriented
knowledge of company policies
Word, Excel Customer
satisfaction-oriented Good
Math Skills

Language

English

Urdu

Punjabi

Experience

**Nov, 2023 To Continue
Hawk Revenue Group
Customer Support Representative**
Key responsibility

HANDLE CUSTOMER INQUIRIES VIA PHONE CALLS, GIVING PROMPT ANSWERS TO CUSTOMER QUESTIONS. PROVIDE KNOWLEDGEABLE HELP TO CUSTOMERS AND GO THE EXTRA MILE PROVIDING THE CORRECT DETAILS TO CUSTOMER QUERIES. ADHERE TO SERVICE LEVEL AGREEMENT (SLA) DEADLINES IN RESOLVING CUSTOMER COMPLAINTS QUICKLY AND EFFECTIVELY. LISTEN TO CUSTOMERS' CONCERNS, ISSUES AND QUESTIONS RESOLVE CUSTOMERS' CONCERNS AND ANSWER CUSTOMERS' QUESTIONS TO YOUR BEST ABILITY MAINTAIN A POSITIVE ATTITUDE AND CALMLY RESPOND TO CUSTOMERS' COMPLAINTS.

Feb, 2023-Oct, 2023

**Fintrek Marketing Service LLC (UAE)
Relationship Officer**

Key responsibility

BUILDING AND MAINTAINING STRONG, LONG-LASTING CUSTOMER RELATIONSHIPS. MEETING AN EXCEEDING SALES TARGETS FOR BANKING PRODUCTS AND SERVICES. RESOLVING CLIENT ISSUE AND ENSURING HIGH LEVELS OF CUSTOMER SATISFACTION. KEEPING ABREAST OF INDUSTRY TRENDS AND CHANGES IN FINANCIAL REGULATIONS. COLLABORATING WITH CROSS-FUNCTIONAL TEAMS TO ENHANCE THE OVERALL CUSTOMER EXPERIENCE

**Jan, 2022-Feb, 2023
GETZ PHARMA**

Territory Manager
Key responsibility

- ACQUISITION OF NEW CLIENTS
- LEAD CONVERSION FROM NUMEROUS MARKETING CHANNELS
- CREATING A SHORT- AND LONG-TERM SALES PLAN WITH THE INTENTION OF ACHIEVING THE GIVEN OBJECTIVES
- CONSISTENTLY MEET REVENUE GOALS IN ACCORDANCE WITH TEAM/ORGANIZATIONAL GOALS
- ACTIVELY LOOKING FOR POSSIBILITIES TO UPSELL AND CROSS-SELL TO EXISTING CUSTOMERS
- OBTAINING REFERRALS FROM THE CURRENT CLIENTELE TO WIDEN THE SALES PIPELINE
- MANAGEMENT OF CUSTOMER RELATIONSHIPS