**IBRAR KHAN**

**Sales Professional**

**Location: 280 Attaturk Block,**

**New Garden Town, Lahore**

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Looking to enhance and fully utilize my current skills and experience, within a challenging environment which allows for further career development.

**Professional profile**

Growth-focused and resourceful Sales and Business Development professional with a successful track record in building brands, increasing sales, improving profitability, developing new business, cultivating strategic partnerships and managing product-line. Over 18 years of experience in corporate and project sales and customer services leveraged with strong expertise in customer connectivity and the deep analysis of market conditions. Expertise in creating and implementing value added sales strategies, building relationships, communicating, problem-solving and bringing profitable business to a close.

**Core Strengths**

| * Sales Analysis * Sales Forecasting * Ability to influence others | * Effective communication * Target Driven * Leadership |
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**Career summary**

**April 2019 - Present Tehama Packages**

**Business Development Manager**

* Strategize for the achievement of area sales target through the area team by break down of annual targets to half yearly then quarterly and finally monthly.
* Continuously monitoring the achievement of targets by keeping close check on monthly.
* Monitoring sales team targets and apply sales boosting activities time to time.
* Business Planning and designing strategies for the year to achieve value targets with KPI’s.
* Designing and managing penetration strategy in Market.
* Heading distribution operations, Inventory control & Logistics Planning.
* Monitor Monthly and Quarterly Target of all sections.

**Aug 2018 – Feb 2019 Zameen Media**

**Asst. Manager Project Sales**

*Outline*

Zameen.com is Pakistan’s leading real estate portal, connecting buyers with sellers and owners with renters across the country. Its goal is to become the national online hub for all real estate services.

*Achievements*

* Raised 60 million revenue through apartment sales in declining market.

*Key responsibilities*

* Manage daily activities of dedicated team, driven by the sales targets
* Establish operational plans, monitor daily activity and support team members in achieving daily and monthly KPI’s
* Project sales across Pakistan through agencies
* Manage the existing agencies and continue develop the business through inclusion of new ones
* Full ownership of project-based targets (set, monitor and achieve)
* Set Projects base targets and achieve monthly assigned team targets

**Jun 2010 – Oct 2015 WARID Telecom**

**Customer Service Executive, Subscriber Management Team**

*Outline*

Warid is one of the Pakistan’s largest mobile operator and digital operator which maintained market leadership through cutting-edge, integrated communications solutions, the strongest brands and largest portfolio of digital value-added services.

*Achievements*

* Service level was improved from 40% to 65%
* Revenue protection was done up to the tune of 12 Million through better controls

*Key responsibilities*

* Defined Rebate control mechanism by report analysis and Financial related issues, to over deduction adjustment of all prepaid and post-paid numbers
* Financial Adjustment of month basis of official employee’s numbers to improvise our current SOP’s and save costs
* Handled customer complaints/financial activities of assigned queues within defined KPIs according to agreed process
* Efficient and effective coordination with front-end and back-end teams to handle customer financial activities/complaints timely
* Daily audit of activities, and coordination with business centre, franchise coordinators and finance for refund processing of customers
* Assisted Manager in preparing SOP’s/SLA’s /POE’s for tasks of financial related customer activities and keep them updated
* Daily reconciliation and audit of all financial entries done by SMT and correct mistakes if required
* Root cause analysis of all billing related complaints and coordinate with IT & Engineering to resolve them
* Month-end reports preparation and share with management
* Service enhancement by dealing with customer’s request against billing accounts related to financial movements/adjustment

**Feb 1998– Jun 2010 WARID Telecom**

**Corporate Sales Executive**

*Achievements*

* Sales improved by 10% from Rs. 30 million to Rs. 33 million

*Key responsibilities*

* Analysis of the Multan Region franchisee in their respective sale of prepaid connection on monthly basis
* Responsible for management, counselling and coordination of 52 franchises, 2 businesses, 13 Sub-dealers
* Responsible to monitor sales/ voucher payments/ scratch card payments, commission structure/ qualification
* Processing of commission based on detailed analysis
* Troubleshooting of TABS of all the franchisee in the Multan region, ensuring that the franchisees are following the rules and the regulation from the company policy
* Devised the Data Centre system independently
* Franchisee commission determination
* CASF Form Vetting
* Entry & Commission determination for Distribution Network
* Preparation of Daily Activity Report – Nationwide Setup
* Miscellaneous periodical reports

**Education and qualifications**

* **Bachelor of Arts (BA) –** University of Punjab – 1996

**Trainings and Courses**

* Certificate of Activation (Organization Working, Values & Culture) by Mr. Umer Khan on May 2012 Certificate of Participation awarded for attending workshop on Collaborative Working by Mr. Saadi Insha on Nov 2012
* Several management workshops in Warid.tel com Trainings. 2005 -2013
* Various workshops arranged by Warid Telecom, by Max Babri
* Sales related trainings and workshops abroad
* Other miscellaneous trainings: “Professional Selling Skills”, “Excelling in Selling”, “Time Management”, “Presentation Skills”, “Handling people positively and assertively”

**References available on request**