GHALIB QAISAR

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Karachi, Pakistan.

Language Known: English, Urdu.



OBJECTIVE

A management position in Operations / Business Development Department of a progressive organization with a focus on Operational Management, Team Leadership and Process Improvement.

PROFILE

- Professional with over 19 year's track record realizing profitable growth in Corporate Sales, Marketing, Business Development, Client Servicing & People Management.
- Have a natural aptitude for team playing and the ability to mentor other managers/professionals, not only those within my direct sphere of influence.
- An effective communicator with good presentation skills and abilities in forging business partnerships and establish beneficial relationships with channel partners.
- Strive to prioritize work effectively, meet targets/ deadlines, and work well under pressure as a team leader as well as a follower.

ACHIEVEMENTS

- Establish multi brands like, JESCO, Cummins, OES, LG, Chong Hong Ruba / Samsung / Nobel / Metro –
 Super Power Motorcycle / NASGAS.
- Set-up Pak Kuwait Takaful and Takaful Pakistan for motorcycle insurance against Dinayat Financing.
- Solely executed "Jeeto Josh Se" coupons collection gift redemption protocol for Dawlance Dealers.
- Successfully complete B2B project with Dawlance Marketing & Agility Transporter.
- Selling nationwide company obsolete stock on lucrative margin mobilizing existing resources.
- Increased the overall spend for UBL cards to PKR 40 Million. Got more than 100 merchants on board for discounts/offers, rewards, installment plans for UBL card customers. Launching a loyalty and alliance program for UBL cardholders entailing merchants from all over Pakistan.

WORK EXPERIENCE

- Deputy Manager Operation United Sales (Pvt.) Ltd, Pakistan. December 2008 Present.
- Manage / coordinate the sales and operations planning process including supply / demand forecasting, inventory management, and on time delivery
- Manage product life-cycle (range) management (e.g. product introduction and phasing out, etc.)
- Manage procurement related functions (e.g., develop and implement contract management and procurement frameworks, sourcing strategies, negotiate agreements, draft and manage contracts, etc.)
- Direct and manage corporate grievance and regulatory compliance.
- Manage vendor relationships.
- Supervising payments of all purchases invoices by accounts department
- Manage all sorts of Rent Agreements Branches / Shops / Ware-House by Legal Department.
- Manage Motorcycle Insurance / Claim / Transfer letters.
- Manage Telemarketing / Customer Care Department.
- Corporate / Regional Sales Manager, Merchant Acquiring, United Bank Limited, March 2006 July 2008.
- Relationship Officer, Merchant Acquiring, United Bank Limited / Citibank. Aug 2004 Feb 2006.
- Worked with product management with regard to UBL promotions on merchant outlets and exhibitions like Electronic Festivals (Karachi / Lahore / Islamabad), Spend & Fly, Double the prize, 0% incentive plan & Dus pa Dus
- Establish card business (Credit / Debit Card, POS Terminals etc), Corporate & employee bank accounts, corporate financing to key Corporate like Pakistan Railways, Turkish Airline, Dewan Group, PICIC Insurance, UBL Insurance, Acers Computers, Karachi Club, Nike & Wrangler.
- Introduce and Supervise loyalty programs Dip the Chip, PSO Road Mile card all over Karachi Region.
- Managing corporate grievances and resolutions.

- Increase overall merchant volume with new signing and through establishing a strong relationship with all the merchants.
- Co-ordination with CIU to ensure the TAT for new merchants' setup.
- Monitoring of chargeback retrievals, quarterly merchant culling exercise, mystery shopping for suppression and surcharging.
- Business Support Executive, Reckitt Benckiser, Karachi Region. March 2002 August 2004.
- Conduct business analysis to identify business growth /sales potential, track customer preferences and develop Sales Forecast.
- Develop Sales Strategies and tactics to penetrate different segments of the market by conducting surveys, visits and meeting the prospective customers.
- Supervise flawless execution of all trade / consumer programs to assigned areas.
- Manage Sales, distribution, merchandising and display network of Karachi Region and provide support on all product categories of the Company.
- Responsible for compiling sales reports, which are subsequently presented to the top management.
- Coordinate and follow-up with internal and external stakeholders (including Project Management Team, Finance, Pre-Sales, Sales, Customers etc.) as per the pre-sales/sales/deployment/service/billing requirements.
- Customer Relation Manager, Pak Resort Marketing & Vacation Ownership, Pakistan. March 1997 August 2002.
- Manage travel arrangements for members of Multiple Travel Club (Thailand) and Tanco Berhand (Malaysia) to Pakistan.
- Respond to enquiries from clients, clarifying any queries about travel plan suggesting how membership can be utilized to its full potential and in efficient manner.
- Document and record all correspondence with clients to ensure effective information retention and facilitate information sharing within the sales team.
- Maintain relationships with existing clients with the aim of improving the service provided by the company and ensuring client packages are consistent with industry best practice.

PROFESSIONAL AWARDS

Certificate	Awarded by	For	Year
Certificate of Participation	OCTARA	Managing Sales Force Productivity.	2007, 2006
Certificate of Appreciation	United Bank Ltd	Hard work and commitment towards UBL Electronic Festival.	
Certificate of Appreciation	United Bank Ltd	Valuable contribution in increasing merchant volume.	2007
Certificate of Appreciation	United Bank Ltd	Hard work and commitment displayed toward the launching and execution of Dus pa Dus campaign.	
1 st Quarter (silver award)	Resort Condominium Int'	Contributing growth of vacationer in Pakistan.	
Certificate of Achievement	Tanco Berhand	Resort Management – Malaysia.	

PROFESSIONAL TRAINING

- Customer Services, Reservation, Sales and Marketing by Resort Condominium International (Singapore)
- MCSE Microsoft Certified System Engineer
- MCP+I Microsoft Certified Professional

PROFESSIONAL EDUCATION

Bachelor of Commerce – 1993. Saint Patrick's College