#### MOHAMMAD KHAWER KHAN

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### Objective:

### Seeking a position in an organization to utilize my skills and abilities and achieve professional growth while being resourceful and flexible, to add valuable assets to your esteemed organization as an active member.

### Strengths:

**Sales & Marketing.**

**Inbound & Outbound Customer Service.**

**Work Experience:**

* Worked with **Standard Chartered Bank (SCB)** from **January, 2014** **to July, 2015**

***Direct Sales Executive (DSR)***

**Job Responsibilities**

* Ensure Direct Sales responsibilities for providing a range of Consumer banking services to business customers for achieving the business goals of the branch (SCB).
* Achieved the agreed individual sales targets ensuring the compliance with bank's policies and procedures to support the realization of the branch targets, particularly those of the Consumer business segment.
* Develop existing client relationships, if potential exists, to upgrade them into the Commercial Segment.
* Review applications for Revolving credit, loans and credit cards to confirm their completeness and initiate processing, by deciding those cases within delegated level of authority and escalating the remaining to the appropriate authorities.
* Ensure to deliver consistently high level of customer service and effectively deal with the customer queries in order to maintain high degree of customer satisfaction.
* Participate in the development and implementation of the branch sales plan and programs for the business segment ensuring the consistency with the overall business plan of the Bank.
* Ensure all Consumer product applications are in order prior to submission for approval.
* Set up appointments and secure corporate counters for corporate sales.
* Worked with **Blue Ocean Management Training and Consultancy** **Dubai**, from **April 2012** to **July 2013**.

***Corporate Training Consultant (Telesales)***

**Job Responsibilities**

* Outbound calls/ In-bound calls.
* Follow-up with the customers/students.
* In person-meetings and consulting.
* Database management.
* Queries, complaints and inquires handling.
* Reporting.
* Worked with **Lakson Group of Companies** as a Telesales Operator **July 2007** to **Jan 2012**.

***Telesales Operator***

**Job Responsibilities**

* Making outgoing calls based on a script.
* Persuade customers to accept a trial period or a visit from a sales representative.
* Describe the product benefits and any special offers.
* Enter notes into a computer, including dates for follow up calls.
* Give advice about how these may benefit customers personally.
* Gather and document information about the customer.
* Take orders and arrange for delivery and bills to be sent.
* To facilitate customers on daily basis.
* Update in system every information at the time of customer landing.
* To attend inbound calls.
* To up sell the products.
* To prepare the daily team attendance report.
* To responsible to solve query at the time of landing customer.
* Achieved a best seller award regarding the product.

### Skills:

* Advanced File Management
* Petty Cash Management
* Advanced Internet & Email Skills
* Telephone Answering Skills
* Organizational Skills
* Problem Solving Skills
* Basic Cash Handling Skills
* Interpersonal Communication Skills

### Education:

* Bachelor of Arts from Karachi University.
* H.S.C. from, The Government Gulshan College.
* S.S.C. from, The Educational World School.

### Languages:

* English.
* Urdu.

### Computer Experience:

* Accounting software.
* MS.Office (20013 and 2007).
* Windows Vista, Windows 7,8, XP, 2000, 98.

Ref: Furnished upon request.