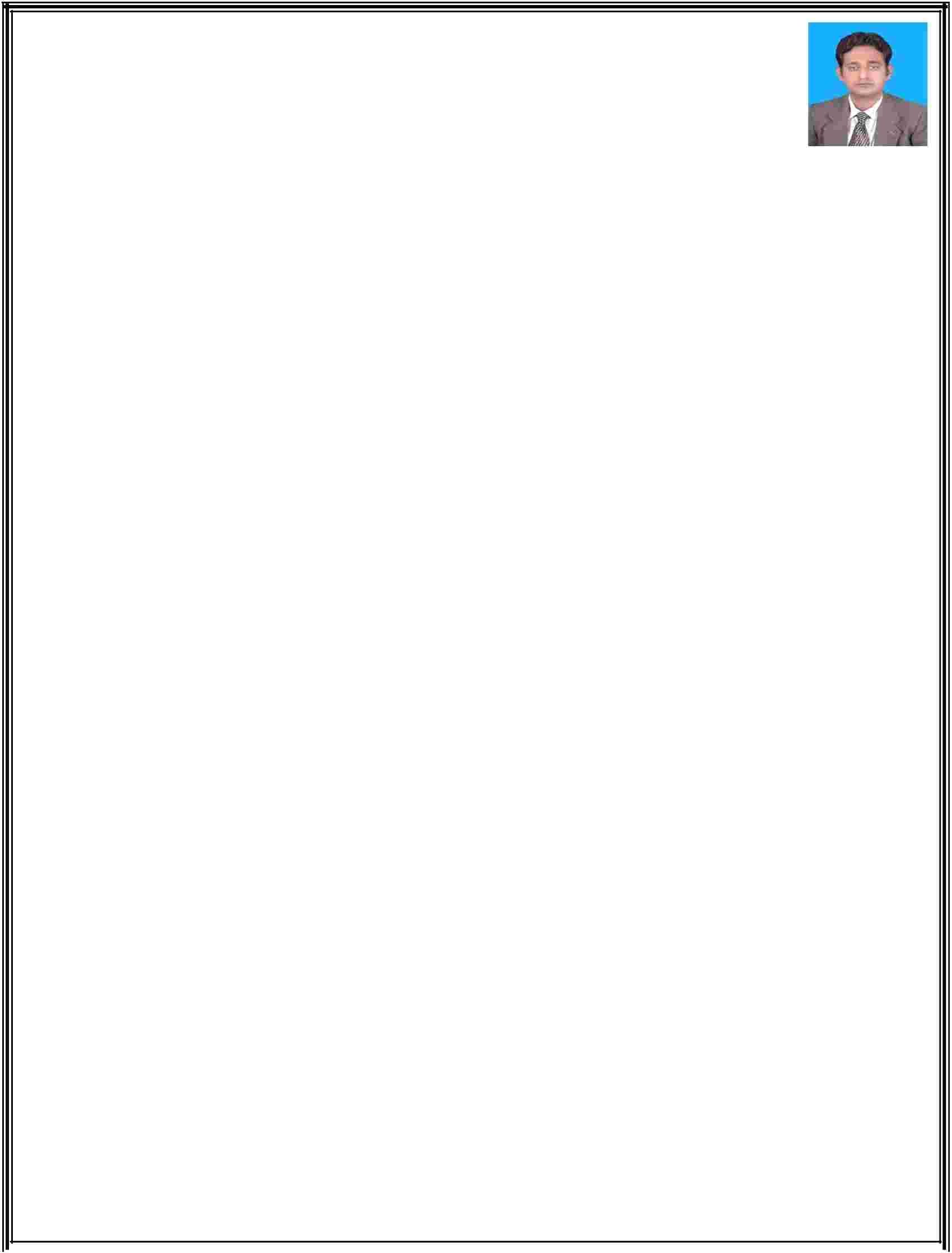
***MUHAMMAD KASHIF SAEED***



**(Sales, Marketing & Business Development Professional)**

**Cellular: +923214009033 Email:**

saeed[.kashif3@gmail.com](mailto:kashif3@gmail.com)

**Address:** House No.61-62, Street No.05, Sabir Colony, Near Depalpur Chowk, Okara, Pakistan.

**CAREER PROFILE:**

A highly personable, competent, and team spirited professional offering 12 years of extensive experience in the field

of sales and marketing worked in various capacities in Pakistan. Driven by new challenges & adept in excelling into

different cultural and business environments, Recognized for the ability to lead the professional development of

diverse individuals and support a team oriented approach driven on meritocratic principles. Owns ability to make

well thought out decisions.

Dedicated and result oriented Manager with a history of proven success in high volume, skilled in turnaround management, well placed leader, able to train and develop responsive team, reputation for strong organizational and interpersonal skills.

Main motivation is concerned with the thirst of knowledge leading to more understanding, better reflections, practical appreciation, etc. Therefore to keep myself updated with the latest information I spent my time in reading, searching and thinking so that I am well prepared academically to teach, to supervise or to help my Team.

**Specialties:**

  Customer Handling 

  Staff Development 

  Relationship Management 

  Communication & Presentation Skills 

  Time Management abilities 

  Selling & Financial analytical skills 

 Ability to work under pressure 

**MBTI SCORE:**

Four strong personality types are,

 Extravert

 Sensing

 Thinking

 Judgment

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| **CAREER SUMMARY** |  | | |
| **ORGANIZATIONS** | **DESIGNATION** | **TENURE** | **JOB TYPE** |
| G'Five Mobiles Pvt Ltd Pakistan | Manager Mobiles Assembling Unit (AJK) | **01/16------** | Permanent |
| G'Five Mobiles Pvt Ltd Pakistan | Manager Customer Care Centers (Nationwide) | 06/15-01/16 | Permanent |
| Alfalah Business Group | Area Manager Sales (Sahiwal Based) | 02/15- 06/15 | Permanent |
| G'Five Mobiles Pakistan | Manager Customer Care Centers (Nationwide) | 08/14- 01/15 | Permanent |
| Warid Telecom Pvt. Ltd | Business Center Supervisor Faisalabad | 05/13 - 07/14 | Permanent |
| Business Center Supervisor Rawalpindi | 12/12 – 05/13 | Permanent |
| Business Center Manager Sahiwal | 06/08 - 12/12 | Permanent |
| Customer Service Representative | 05/06 - 06/08 | Permanent |
| **Pakheim Intel Pharmaceutical Company** | Sales Promotion Officer | 02/09 - 03/05 | Permanent |

***MUHAMMAD KASHIF SAEED***

**(Sales, Marketing & Business Development Professional)**

**PROFESSIONAL EXPERIENCE:**



**POSITION:** MANAGER MOBILE ASSEMBLING UNIT MIRPUR (AJK)

**EMPLOYER:** G’FIVE MOBILES PVT LTD PAKISTAN

Tenure: January 2016 till date

During my stay with G’Five Mobiles Private Ltd I was transferred from Services Center to Manufacturing Unit as Assistant

General Manager, later on promoted as General Manager Production Unit here in Mirpur.

Job Responsibilities are;

* Develops the manufacturing plan and establishes procedures for maintaining high standards of manufacturing operations to ensure that products conform to established customer and company quality standards.
* Achieves optimum employee levels with least amount of overhead and raw material costs to meet annual budgetary

plan.

* Formulates and recommends manufacturing policies and programs that guide the organization in maintaining and

improving its competitive position and the profitability of the operation.

* Acts as liaison between department management/subordinate levels, as well as executive/department manager levels to inform personnel of communications, decisions, policies and all matters that affect their performance, attitudes and results.
* Hires, trains, develop and evaluate staff.
* Takes corrective action as necessary on a timely basis and in accordance with company policy.
* Ensures compliance with current federal, state and local regulations.
* Directs the establishment, implementation and maintenance of production standards.
* Directs and coordinates various programs essential to manufacturing procedures (e.g., training, safety, housekeeping,

cost reduction, worker involvement, security, etc.).

* Perform miscellaneous duties and projects as assigned and required.
* Handling Daily Production of each production line
* Handling Logistic as well to deliver finished material as per requisition all over the Pakistan.
* Handling all type of Government related issues to release the Shipments from Sea Port.

**POSITION:** AREA MANAGER SALES- SAHIWAL

**EMPLOYER:** ALFALAH BUSINESS GROUP.

Tenure: Jan 2015 till June 2015

AL-Falah Business Group started its operations with the sale of its first radio in 1970. Over the next 40 years, our business expanded from a single floor in the AL-Falah Traders Building in Burewala to locations across the Punjab. Our Group’s initial model, which relied primarily on cash based system till 1998, evolved to a model based on Shariah compliant leasing, which was interest free as well as affordable for the customers in order to facilitate them. The era after **2000** saw the Group’s rapid expansion.

**Key Responsibilities:**

* Maintaining and increasing sales of the company's products.
* Reaching the targets and goals set for designated area
* Establishing, maintaining and expanding customer base
* servicing the needs of your existing customers
* Increasing business opportunities through various routes to market
* Setting sales targets for individual reps and team as a whole
* Recruiting and training sales staff
* Allocating areas to sales representatives
* Developing sales strategies and setting targets
* Monitoring team's performance and motivating them to reach targets
* Compiling and analyzing sales figures
* Possibly dealing with some major customer accounts
* Collecting customer feedback and market research
* Keeping up to date with products and competitors



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|  | **POSITION:** MANAGER CUSTOMER CARE CENTERS (NATIONWIDE)  **EMPLOYER:** G’FIVE MOBILES PAKISTAN  Tenure: August 2014 till Jan 2015 & June 2015 till date  G’FIVE, a mobile communication brand of G’FIVE Group, listed in top 10 in terms of global sales volume, has continued to hold the title of the fastest developing communication company. G’FIVE was registered in Hong Kong in 2008, in pursuit of the research and development, manufacture, sales and service of professional 3C product. G’FIVE Group owns 7 communication brands, covering all aspects of the IT industry  **Key Responsibilities:**   Management of all Customer Care Centers Nationwide.   Management and Development of Customer Care Centers Nationwide Team.   Training of All Care Centre’s Staff members and help them to handle irate customers which  are visiting us with the complaint of their Handsets.   Monthly visit to all care Centres to check their standard and train in real time to handle customers.   Implemented new policies and strategies to enhance productivity of the department as a  whole   To handle the flow of handsets from remote Care Centres to Repairing Lab for repairing and to keep follow-up with Logistics Team to dispatch them back to concerned remote location.   Follow-up with Finance department for remote location’s Ledgers and to handle all  Finance Related issues.   To check the timely availability of accessories and required spare parts at all remote  Care Centers.   Daily, Weekly & Monthly finance audit to their/ Team's Finance related activities.   Ensure that all team members are update with current updates. Quickly researching and investigating issues that concern a customer.   Managing customer service teams, processes, and polices. Creating work schedules.   Conducting visual observations of how staff speaks to customers.   Allocating staff resources.   Preparing daily, weekly, and monthly reports for higher  Management.   Coaching and developing team members in soft skills.   Assessing the customer service department’s operational performance against set targets |
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**POSITION:** BUSINESS CENTER SUPERVISOR **EMPLOYER:** WARID TELECOM PRIVATE LIMITED Tenure: May 2006 till July 2014

Warid Telecom is a 100% owned company of the Abu Dhabi Group and offers state-of-the-art telecommunication services at over 7,000 destinations in Pakistan.

Warid Telecom launched its cellular services in Pakistan in May 2005. As an organization, Warid Telecom prides itself in being contemporary, approachable and constantly innovating. With achievements ranging from having one of the largest postpaid bases, most loved youth & prepaid brands, international roaming and nationwide coverage, Warid Telecom's selection of value added services makes communication effective and enjoyable.

**BUSINESS CENTER SUPERVISOR FAISALABAD May 2013 – July 2014**

**Key Responsibilities:**

* Management and Development of Business Centre Customer Services Team.
* Daily Clinics if CS Team soliciting feedback on current issues and providing required Updates.
* Maintain KPI (Serve Time, Wait Time and Service of an individual as well as for Business Centre.
* Monthly Evaluation of staff performance providing guidance for continuous improvement on strengths and weakness.
* Identify and highlight major issues faced by Warid Customers and solve them Observation of CS Staff on account handling for training needs assessment.
* Meeting the Service KPIs defined for customer Services.
* Train team members and help them to handle irate customers along-with help them to Log relevant information in CRM where they need help.
* Responsible to handle Centre's Ambiance.
* Responsible to meet KPI's with the help of team members with strong Supervision.
* Daily & weekly audit of their activities and guide them/ Team where issue observed.
* Daily, Weekly & Monthly finance audit to their/ Team's Finance related activities.
* Ensure that all team members are update with current updates.
* Handle all GPRS configurations from backend team as well as handsets configuration personally.
* Responsible to handle all high profile customers personally and always gives them high priority services.
* Daily analysis of previous day's team’s activities and sharing with team accordingly.
* Helping to those team members whom behind to meet KPIs.
* Ensure that all team members are providing best services to our walked-in customers within KPI.
* Training, one to one session with those team members which lacking to meet daily/monthly KPIs.
* Handling all cash related issues with me.
* Stock management and issuance to team daily, weekly & on demand. Keep ensuring that all the stock entered in CRM with correct information.

**POSITION:** BUSINESS CENTER SUPERVISOR RAWALPINDI **December 2012 – May 2013**

**Key Responsibilities:**

* Management and Development of Business Centre Customer Services Team.
* Daily Clinics if CS Team soliciting feedback on current issues and providing required Updates.
* Maintain KPI (Serve Time, Wait Time and Service of an individual as well as for Business Centre.
* Monthly Evaluation of staff performance providing guidance for continuous improvement on strengths and weakness. Identify and highlight major issues faced by Warid Customers and solve them
* Observation of CS Staff on account handling for training needs assessment.
* Meeting the Service KPIs defined for customer Services.

***MUHAMMAD KASHIF SAEED***

**(Sales, Marketing & Business Development Professional)**

**BUSINESS CENTER SUPERVISOR SAHIWAL**

**June 2008 – December 2012**

**Key Responsibilities:**

* Responsible for the team of 4 people to achieve organizational goal
* Dealing corporate Clients and giving them priorities services,
* Responsible to provide the best customer services in town.
* Responsible to handle all admin related issues within the premises locally and with Head office.
* To provide feedback to Regional Manager CS on important issues/problems cited by the customer to ensure
* customer retention and give them the Solution on time with the help of backend support.
* To take ownership and ensure resolution of customer complaints.
* To train/literate the team members via Daily Refreshers.
* Ensure effective attire/centre ambiance/scheduled adherence & punctuality as per the organizational
* Requirements.
* Co-ordinate all departments, admin/IT for effective resolution of issues pertaining to Business Centre.

**Achievements:**

Always achieve more than 100% of targets with the coordination of Team.

My team declares best customer services team and reward in shape of Cash more than 11 times.

I got the promotion due to my dedication and hardworking before time, and this is the highest achievement.

Conduct training sessions of Franchise staff in BC and train them how to handle customers.

**CUSTOMER SERVICE REPRESENTATIVE May 2006 – June 2008**

**Key Responsibilities:**

  Ensure proper behavior/Discipline/Punctuality as per the Organizational Requirements. 

  One to One interaction with Walked-in Customers. 

 Handle and keep Strong Follow-up of all Complaint received from Customers and give them proper solution on

 time. 

  Give Suggestions to Improve Walk-in and Sales to immediate line manager. 

  To explain all kind of tariffs/Value added services to Walk-in customers. 

  Up-selling of Warid Products and Value added Services. 

  To meet pre-defined Service Standard- assigned KPIs. 

  To remain update on all current policies, procedures, products, promotions and Value added services. 

**chievements:** 



I got the opportunity and applied for the post of Business Centre Manager./Service Centre Manager in

Sahiwal and was selected keeping in view of my previous working as CSR at Business Centre and at

Franchise, I was promoted asBusiness Centre Manager in June’2008 in Sahiwal Business Centre and

since then I am working here.



**POSITION:** SALES PROMOTION OFFICER

**EMPLOYER:** PAKHEIM INTEL PHARMACEUTICAL COMPANY Tenure: September 2002 till March 2005

Pakheim International Pharma Pvt (Ltd) is a ISO 9001-2008 Certified, cGMP Compliant Pharmaceutical Company engaged in the manufacturing of high quality medicines, at its own pharmaceutical units, which located at

28km FerozePur Road Lahore.

It has been ranked among the top 25 National pharmaceutical manufacturing units, regarding Quality Control monitoring facilities and standard medicines. The network of the company is all over the country particularly in all the major cities of Pakistan. Pakheim is providing employment facilities to 154 families of Pakistan.

**Key Responsibilities:**

* Introduce products to Doctors within the area.
* I was responsible to meet monthly, quarterly and yearly targets within the assigned area.
* To maintain good relations with Doctors and Chemists, this helps me to boost the sale. 



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|  | ***MUHAMMAD KASHIF SAEED***   **(Sales, Marketing & Business Development Professional)**  **A** **chievements:**   In Pharmaceuticals Company I got promotion right after 1 year and 4 months just because of my hardworking and target achievement record, I was promoted as AFM (Assistant Field Manager) and was responsible for 3 different areas (Okara, Sahiwal and Burewala) with 4 team members including my area. I was also responsible to meet my and team fellows Sales Targets within the assigned area.   **ACADEMIC SUMMARY**  **Qualification Year Institution Major Result**  **MBA** 2002 Institute of Business Laureates Marketing Management **Passed B.Com** 2001 Punjab University Lahore Commerce **Passed HSC** 1999 Punjab College of Commerce Lahore Commerce **Passed SSC** 1996 Govt High School Okara Science **Passed**  **PROFESSIONAL TRAININGS**    Customer Services (Warid Telecom)    Customer Retention (Sales Return)   **SKILLS AND INTERESTS:**    Strong communication and excellent command over spoken and written English.     Proficient in MS Office, MS PowerPoint, MS Excel and MS Publisher.     Excellent research and analytical skills.     Interested in reading books, art, writing stories/poetry, playing skill games and saving animals.     Excellent team working and interpersonal skills.     Good analytical and quantitative skills.    Excellent Presentation and Report Writing Skills.   **STRENGTHS:**   * Innovative and resourceful individual with a focus on getting practical results.  * Ability to connect with other technical acumen special projects.   **LANGUAGES:**   English: - Excellent (Speaking, Listening, Reading and Writing)   Urdu: - Excellent (Speaking, Listening, Reading and Writing) |
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