

# Muhammad Hasnain Tariq

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To achieve challenging positions in a dynamic and well-reputed organization that offers good opportunities and a challenging working environment where I could implement knowledge education and skills in a better way and which in return would help me in building up my career.

## Experience

**December.2019 – TO – December 2021.**

### **Retail sales officer/ Telenor Franchise Lahore.**

- Keep a record of monthly team performance. Analysis of report to find weak areas.
- Worked as Back up Team Lead for more than a year.
- Responsible for achieving all individual and team targets/KPIs set by the department.
- Ensure complete understanding of processes, routines, policies & Code of Conduct.
- Responsible for achieving high customer satisfaction through high-quality service delivery by ensuring First Call Resolution.

### **Business Development Officer**

- Explain to the team their objectives and manage team objectives through teamwork.
- Maintain complete knowledge of products/offers being introduced in the market and promptly update the team accordingly.
- Ensure Cross-sell/Upsell targets of the team are met regularly.

### **Sales & Distribution Executive**

- The role requires managing and maintaining the complete retail channel of Sales & Distribution. The job consists of developing and planning the entire Biometric Database. It's deployment with weekly development of analysis on nationwide BVS Devices. Managing the DMS (device Management System) and creating sprints with the deployment of new requirements.
- BVS devises Planning and Monitoring. Analysis of all BVS Retailed Activities which includes,
- New SIM sale, MNP Activations, Book Your Number Activations, Sharing of Data sources of the following, CD, MTR, and MTS Easy Paisa, Tracking of new retailer creation (GSM & FS)
- Daily Error Resolution and Fixtures on BVS Devices Nationwide
- Daily, manage all the operational activities of the channel primarily BVS projects, Develop new processes of BVS, and Operational support.
- Ensure channel smooth operation of the Channel teams through backend support
- Performing audits against BVS devices, Effective Vendor & Stakeholder management, and executing new projects of Operational excellence.

**December 2021 – TO – September 2022**

### **Relationship Officer/ Opay Lahore Pk**

- Building and managing relationships with clients: This involves establishing and maintaining strong relationships with clients, understanding their needs, and providing them with the best possible solutions.
- Cross-selling banking products: Relationship Officers are responsible for cross-selling banking products and services to clients, such as loans, credit cards, and other financial products.
- Meeting sales targets: Relationship Officers are expected to meet sales targets and contribute to the bank's revenue growth.
- Conducting market research: Relationship Officers must keep up-to-date with market trends and customer needs to provide relevant and innovative products and services.
- Providing excellent customer service: Relationship Officers must ensure that clients receive excellent service, and any issues or concerns are resolved in a timely and efficient manner.

- Maintaining accurate records: Relationship Officers must maintain accurate records of customer interactions, sales, and marketing activities.
- Overall, a Relationship Officer in banking plays a critical role in building and maintaining long-term customer relationships, driving revenue growth for the bank, and ensuring customer satisfaction.

**April 2022 to Till**

**Business Development Executive/ Telenor Microfinance Bank LHR.**

- The role requires that all the business processes related to sales & distribution along with planning are properly made and improved regularly with the aim of value addition and efficiency. This position also requires having a key focus on process making & system development with the Support of all the critical projects from efficiency and value addition with regards to system development & business practices.

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**Education**

**BBA (Hons)/ Virtual University of Pakistan.**