

Usman Ali

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Objective

A highly motivated individual pursuing a Bachelor's in Artificial Intelligence, with 3 years of experience in product sales. Looking to apply my communication, customer service, and problem-solving skills in a call center role. I also have expertise in social media marketing and e-commerce through completed paid courses.

Education

Bachelor's in Artificial Intelligence (In Progress)

Superior University,

Professional Experience

Sales Representative

Managed product sales for 3 years, exceeding sales targets consistently.

- Delivered excellent customer service, addressing customer queries and complaints efficiently.
- Developed persuasive communication skills to upsell products and retain customers.

Certifications & Courses

- **Social Media Marketing**
- **E-commerce**

Skills

- Strong verbal and written communication
- Customer service and conflict resolution
- Sales and negotiation techniques
- Social media marketing and e-commerce knowledge
- Problem-solving and multitasking

Languages:

- English
- Urdu