**Haroon Bashir**

T: 07703331168 | E: hazz12@hotmail.com

**Personal Profile**

I have a strong background and experience in sales and thrive on a challenge in a driven & demanding working environment. I am an ambitious and hardworking individual who has vital skills, enthusiasm & determination to succeed in customer service / Sales & retentions. I am organised, punctual and self-motivated. I work well within a team and independently. I demonstrate a friendly and enthusiastic attitude towards my customers and colleagues. I have excellent interpersonal skills with the ability to relate to all levels of people. I thrive on working towards targets and have the right appetite for sales.

**Employment History**

June 19 – present  **EMIS HEALTH 1st line Tech Support**

Daily duties are to take inbound calls from Practices / Surgeries Linked with NHS

Experience of problem solving, principles, and application of root cause analysis, improving access to primary care services, making informed and clinical decisions with fast and secure access to critical patient information. Sharing best practices between Staff and NHS and social care.

A high attention to detail with Strong communication skills identifying underlining issues, through CRM Systems, SQL coding, KB KD viewers Support tools.

Nov 17 – Dec 18 **PlusNet / 1st line Tech Support**

In an inbound call taking role assist customers with billing queries and phone & broadband faults, troubleshooting them and bringing them to a resolution. Take ownership of difficult queries and ensure we deliver great customer satisfaction and deliver on SLAs for faults. Coding and scripting issues to identify issue within or out of MSF and residential.

March 16 – Nov 17 **Junoons café lounge / sales Manager**

Manager of Junoon cafe lounge, Duty involved, Stock control, overlooking the Grounds, helping staff reach their potential, Face to face sales, creating new ideas to help the business grow. Organising and hosting popular events from Urban Music artists, Fire Artists, Live Bands, MMA and Boxing events.

March 11 – March 16 **SKY BSKYB / Sales Service & Tech dept.**

Daily duties would be taking Inbound calls, and on occasions after sales outbound calls. Achieving targets above the company standards, such as NPS (customer’s response after the call) achieving above average scores of 98% every month. Achieving personal targets and sharing best practices. Dealing with objections, billing enquires, complaint. Ensuring my Customers are happy with the service that was provided. I have Completed ASPIRE 1&2 in customer service excellence and surpassing company targets.

May 10 – Feb 11 **O2 Telefonica / 1St line Support analyst** **Tech Dept.**

Providing technical support over the phone to all IT users, investigating and implementing ways of reducing calls to the Help Desk. Answering & responding to all calls & requests within agreed time scales. Provide troubleshooting and configuration support for client desktop and networking environment. Experience of setting up and maintaining hardware and software systems. Having the ability to listen to, understand and defuse difficult situations

**May 09 – May 10 Redress claims PPI claim**

Making outbound calls promoting the payment protection service to claim money back from banks and creditors. Giving the best possible customer service and advice on what steps to take to claim money back. Selling PPI products to claim bank charges. Closing deals with the correct products for the customer.

**Jan 08 – March 09 Royal sun & Alliance / car insurance**

Marketing insurance products to new and existing clients within a defined geographical area. Providing insurance and financial services to individuals. Contacting and liaising with underwriters, Gathering accurate and complete marketplace intelligence. Attending all sales meetings and sales strategy sessions. Accurately completing new insurance applications.

**Nov 05 – Jan 08 Torque automotive / sales service & designer**

Conducting regular sales meetings on a daily basis to review the previous day’s business and determine the present day’s action plan. Actively supporting, encouraging, and motivating sales personnel on a daily basis in order to maintain high morale. Possess strong closing skills. Willing to work extended hours, evenings, holidays and weekends. Addressing and resolving customer concerns and where necessary escalating issues to the General Manager, Ensuring that the customer understands the vehicle’s operating features, warranty, and paperwork. Selling and upselling vehicle parts ensuring the correct fitments.

**Jan 04 – Oct 05 Green Flag House / Insurance Sales**

Advising clients on motor, home, health and commercial insurance products. Liaising with insurance companies through online insurance interfaces, emails and via phone calls. Finding the best insurance deals available for a wide range of clients. • Responding quickly to customer enquiries made about their insurance policies. Utilising client information to maximise opportunities to cross sell and up selling on Insurance. Working professionally and ethically with colleagues, clients and insurers. Consistently exceeding client expectations in being able to find them the best insurance deals in the market place explaining what a policy covers to clients.

**March 02 – Jan 04 Liiamra Direct Ltd / Telesales Sales executive ( Director )**

Using a consultative sales approach to develop long-term customer relationships, Identifying qualifying and selling to new prospects. Developing close customer relations through on-site and customer visits. Establishing and maintaining regular contact with customers. Identifying business opportunities, Keeping accurate records of all sales and prospecting activities. Able to build and maintain trusted, long term relationships.

**Jan 01 –Feb 02 BT CELLNET Capita / 1St Line Tech Support**

Taking inbound calls Providing advice, support and practical assistance to system users via the IT service CRM system and remote support software tools. Logging and processing support issues via telephone, email or remote support by logging into the users terminals. Whilst ensuring a high level of customer service. Taking own initiative to train myself for 2nd line support. Prioritising and managing many open cases at one time self-motivated to achieve 2nd Line. Testing and evaluating new technology.

**May 98 – Dec 00 Safestyle Windows / executive sales Telesales**

**Working part of a large and self-motivated team, daily duties included making outbound calls to residential properties from warm leads regarding a quote for windows to be installed, communicate with engineers to provide competitive quotes. Having focus on the after sales to promote the many products, SafeStyle has to offer, and Upselling High quality Security Doors.**

**Achieving my targets on a weekly basis looking for higher position within the sales team.**

**Education / Qualification**

NVQ level 1 and 2 motor mechanics Bradford College 1999 - 2000

AB level 2 Maths Shipley College 1998 – 99

RSA CLAIT level 1+2 (I.T) Shipley College 1998 – 99

GCSE (8)Beckfoot Grammar 1995 – 98

**Additional Training**

* Call Centre Training Unit Jan – Feb 2001
* Worked towards a PIT2 (Processing, Information using Telecommunications). Keyboarding, Customers Care, Telecommunication, Database, MS Package 97/98 XP, Health & Safety
* Working towards a full Aspire qualification, 1 & 2 were completed in March 2011 – 2013

**Achievements**

I have organized a fund-raising event for the Raleigh International, where I have negotiated with companies to provide free products and services to help the event to take place, Using the local community centres and members of the public. And at the end of the event we all raised the amount of £3000 I have also helped to organize a fashion show, which took place in Tiger Tiger nightclub; we raised the money for Cancer research. Over 300 guests attended which was a great result, raising £3000. Building a Direct sales business from scratch and overcoming any trials and tribulation.

**Referees**

**Reference’s provided on request.**