



## **Zaid Mushtaq**

**Date of Birth:** 06-06-1997

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**Visa Status:** Visit Visa (Valid till 24<sup>th</sup> Oct 2023)

### **Objectives:**

Motivated and dedicated with three years of experience in Sales/ Marketing. Strong skills and versatile qualities and excellent communicator and team player, committed to exceeding expectations. Seeking opportunities to leverage my expertise and drive success

**Skills & Abilities:** Equipped with strong management skills and a knack for creative problem-solving, I specialize in fostering and nurturing customer relationships. Utilizing effective negotiation techniques, I align customer needs with organizational objectives. My commitment to critical thinking enables me to devise strategies that enhance customer satisfaction and loyalty. These competencies form the core of my success in sales and customer success roles.

### **Experience:**

**Assistant Manager Front Office -Whispering Pines**

Islamabad - Pakistan 2022 - till date

- Over saw the daily operations of front desk. insurance. smooth check - in and check - out.
- Processes for guests. managed the team of front desk staff.
- Providing guidance. training. and performance feedback.
- Handled guest inquiries. requests. and complains in a timely and professional manner, resolving issues to ensure guests satisfactions.
- Maintained accurate record of guest's information. reservations. and room arrangements.
- Collaborated with the sales. marketing team to promote hotel services and packages. contributing to revenue generation.

## **Sales Executive - Samsons Group of Companies**

Islamabad - Pakistan

2021- 2022

- Managed and developed new client relationships within the hospitality, travel, and adventure sectors, resulting in an increase in client base over months.
- Exceeded monthly sales targets through effective negotiation and relationship-building skills.
- Collaborated with the marketing team to strategize and execute promotional campaigns that led to a boost in resort bookings during peak seasons.
- Conducted in-depth market research to identify emerging trends and competitor activities, providing valuable insights for refining sales strategies.
- Utilized strong interpersonal and communication skills to deliver persuasive sales presentations to potential clients, resulting in conversion rate.
- Negotiated pricing agreements and contracts with clients, consistently adhering to resort profitability guidelines while maintaining client satisfaction.
- Successfully represented the resort at industry events and trade shows, increasing brand visibility and fostering partnerships with local businesses.
- Leveraged CRM software to meticulously track and manage sales leads, leading to an improvement in sales pipeline accuracy.
- Collaborated cross-functionally with the operations and customer service teams to ensure the seamless delivery of services and exceed customer expectations.
- Regularly provided detailed sales reports and updates to the Sales Manager, contributing to informed decision-making and sales strategy refinement.

## **Facilitation/Information Officer - TCKP**

Islamabad - Pakistan

2020-2021

- Co-ordinated with hotels, transportation companies etc.
- Assisted tourists with travel arrangements.
- Provided comprehensive information.
- Responded to inquiries and resolved issues.
- Collaborated with local authorities and organizations to develop and promote sustainable tourism initiatives.

## **Academic Qualification:**

- **BPP University London**

Bachelor of Business Management (Top-up year)  
2019 – 2020

- **Ed Excel Pearson - Roots Ivy**

Higher National Diploma (HND) -  
Level-5  
2017 – 2019

## **Language:**

- Pushto
- English
- Urdu/ Hindi

## **Skills Summary:**

