



ABOUT ME

To join a career - promising organization that offer a responsible, challenging job & congenial working environment along with ample opportunity to work with highly educated professionals to ensure rapid professional to growth

CONTACT

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SHAHEENA



EXPERIENCES

SENIOR KEY ACCOUNT EXECUTIVE (AFTER SALE & SERVICE DEPARTMENT) TRAX LOGISTICS

Deals in goods to let them be transported
2020 July till Present.

- Work to develop relationship between company and clients to ensure quick response to identify problems
- Brand awareness and audience conversation I accomplished to solve issues of clients.
- Received clients complains and send queries to station manager to get all issues resolved.
- Claim the "Logged" and get return client's amount.
- On monthly basis maintain report and present to General Manager & C.E.O.
- Arrange the meeting to discuss client issue and maintain client relations to build excellent reputation for services.

SERVICE COORDINATOR (AFTER SALE & SERVICE DEPARTMENT) BIOTECH PAKISTAN

Deals in medical equipment's after sale service parts
2020 Mar to July 2020.

- Having command on corresponding with through manufacture through email & calls.
- Present reports to company's C.E.O and Director.
- Assigned engineer to complaint.
- Managed engineers schedule.
- Issued, services notification and updating service reports data in log.
- Requisition, issued and dispatch of spare parts for service cases.
- Prepared and monitor purchase order.
- Updating and issuing parts prices and replacement / missing part information.
- Maintained stock of spare parts, review parts and order points.
- Service quotation, in coordination with the C.E.O Director.
- Distribution of modification notes and service documentation.
- Maintained service training records.
- Prepared quarterly report for service department.
- Corresponds with the customer inquiries related to after-sale & service.
- Maintained service department.

SERVICE COORDINATOR (AFTER SALE & SERVICE DEPARTMENT)

TECHNO INDUSTRIAL MACHINERY ENTERPRISES & HYUNDAI SOUTH DEALER SHIP

Deals in Automobile after sale service part and provider of Mini Loading vehicle.
2013 July to Feb 2020.

- Maintained strong relationship with the client, existing and developing new customer portfolio.
- Worked Hyundai Mini loading truck through emails and cold calls.
- Called client for making sales pitch and quotation follow-ups.
- Prepared quotation, invoices and other commercial documents.
- Effecting communicating client through emails and telephonic and emails.
- Received incoming calls & emails of client from South, Punjab & North regions, generated their complaints & routed to the relevant region.
- Over all maintained the data of Service Department.

MARKETING EXECUTIVE (MARKETING DEPARTMENT) BORCH TECHNOLOGY

Deals in Surveillance System
2012 June to 2013 July.

- Maintained client relation through telephonic and emails.
- Strong team player, maintaining good & healthy professional relationship that helped in executing sales deals.
- Generated customer database through calling and matured sales deals.
- Coordinated & worked closely with other department to execute the complete sales cycle.

Achievement & Award

Year 2015-16

Appreciation Award

Good Work Performance

Year 2016-17

Recognition Award

Declared Best recovery mode.

Year 2017-18

Gold Award

Gold Award is recognition of achieving task coordination, quotation servicing and recovery for all center.

MARKETING EXECUTIVE (MARKETING DEPARTMENT) ENGINEERING & INDUSTRIAL REVIEW

Deals in HVACR & Electrical Equipments.
2011 June to 2012 May.

- Client relationship management.
- Promotional BTL activities.
- Over all marketing & sales process.



ACADEMIC QUALIFICATION

MBA	Iqra University. (Progress)
GRADUATION	Board of Karachi. (Apwa College)
INTERMEDIATE	Board of Intermediate Education Karachi. (Apwa College)
MATRICULATION	Board of Secondary Education Karachi. (Govt Bright Career Secondary School)



COMPUTER SKILLS

- Word.
- Excel.
- Powerpoint.
- Adobe Photoshop.
- Flesh.
- Dream weaver.



PERSONAL INFORMATION

Father Name	:	Nazeer Ahmed
CNIC No	:	42101-2995825-2
Religion	:	Islam
Marital Status	:	Single
Nationality	:	Pakistani



REFERENCE

Reference will be furnished upon request.