

# Shazada Kamran Baig

## Sales Manager



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📍 Al Mankhool, Dubai, UAE

🚩 Pakistani

🚗 In Process

### CAREER OBJECTIVE

To achieve professional and personal goals by utilizing the skills, and by making use of opportunity and contributing towards the growth of the organization

### LANGUAGES:

English

Urdu

Punjabi

### EDUCATION

#### Bachelors of Arts

University of Peshawar

2002 – 2002 | Peshawar (Pakistan)

Majors – English, Urdu, Pakistan Studies, Islamiyat Compulsory & Islamic Studies

### WORK EXPERIENCE

#### Sales Executive Director

Zylostar

2022 – Present | UAE

❖ Zylostar is a global financial education institute headquartered in Dubai. The institute mission is to provide accessible yet strong and solid foundation in financial market trading analysis and education.

- Assisting the sales department in planning and implementing effective sales strategies.
- Designing plans to meet sales targets, developing and cultivating relationships with clients.
- Learn details about our products and services.
- Understand all the prospects needs, problems or wants
- Attend sales educational events and seminars.
- Consult with sales and marketing team to ensure the efficiency
- Recruit, hire and train new sales representatives
- Fulfilling the monthly and yearly sales target.
- Keeping up-to-date with the latest industry developments and institute offerings.
- Maintain sales staff job results by coaching and managing employees; planning, monitoring, and appraising job results.
- Calling customers and updating them about the institute products, services. Or new launches.
- Contributes to team effort by accomplishing related results as needed.

#### CALL CENTER AGENT

Exponential Growth Call Centers Services L.L.C

2020 – 2022

AS CALL CENTER AGENT

- Manage large amounts of inbound and outbound calls in a timely manner.
- Follow communication “scripts” when handling different topics.
- Identify customers' needs, clarify information, research every issue and provide solutions.
- Strong multi-tasking skills
- Make relevant notes from customer interactions
- Identify any issues that customers might be struggling with
- Report on customer feedback
- Complete call logs and reports
- Manage & update customer databases
- Follow-up on customer calls
- Boost customer loyalty by offering a proper experience over the phone

## SKILLS:

- Customer relationship management
- Problem-solving
- Time management
- Teamwork and collaboration
- Multitasking
- Active listening
- Professionalism
- Sales strategies
- Adaptability
- Customer service
- Business development

### Sales Executive

Rubineta - European Sanitary Faucets Producer

2018 – 2020 | UAE

As Sales Executive

Job Responsibilities

- Representing the company in various exhibitions and trade fairs.
- Launching and distributing several products.
- Boosting sales in my department every month.
- Researching the market on a regular basis for related products.
- Arranging several effective client demonstrations.
- Liaising with the suppliers in order to make sure that existing orders increase.
- Recorded and administered on sales and forwarded them to the relevant department.
- Provided clients with great quotations.
- Wrote detailed sales forecast for the company managers which proved very effective.
- Communicated any new products to our customers
- Created professional sales script.

### Real Estate Agent

FAHZAM PROPERTIES– RERA certified Real Estate agency focusing on sale and lease

2014 – 2018 | UAE

As Real Estate Agent:

- Experience in assisting clients in buying or selling real estate.
- Excellent in comparative market analysis.
- Expert in providing exceptional customer service.
- Skilled in working in fluctuating market and intense competition.
- Manage appointments with the clients.

### Team Lead Operations

SHELBY

2013 – 2016

Adam Jee Road, Saddar, Rawalpindi – Pakistan

Team Lead Operations (Experience - years)

Role & Operations of the Company Multiple Services

Job Responsibilities:

- Record keeping of leads being generated from our office.
- Keeping / maintaining record of over 50 personnel working under me. Record includes attendance, their leads record and overall performance in the organization.
- Figure out the increment percentage of the personnel as per their performance.
- Delivery Record Keeping / maintenance
- Collection Record Keeping / maintenance.
- Receipt Record Keeping / maintenance.

## **Stock Manager**

British Petroleum (UK)

2009 – 2012

Near – Cheetarmil Road, Manchester B4/346 – Manchester

Stock Manager (Experience - years)

Role & Operations of the Company

- Find oil and natural gas.
- Find energy to fuel the future.
- Manufacture motor oil lubricants.

Job Responsibilities

- Secretarial support to top management.
- Fuel Reports.
- Delivery to different Stations.
- Quantity / Quality of Fuel checking.
- Record of Maintenance Challenges.
- Maintaining delivery on time was always a challenge and to overcome this challenge, priority was given to large and regular customers.

## **Data Acquisition Supervisor**

MAG – Bridge Company LTD (UK)

2008 – 2009

Near – New Manchester Road, South Middleton Bus Station – Manchester

Data Acquisition Supervisor (Experience - 2 years)

Role & Operations of the Company

- Cosmetics Manufacturer.
- Cosmetics Packing.
- Delivery to whole sale dealers.
- Job Responsibilities.
- Delivery Record Keeping / maintenance.
- Collection Record Keeping / maintenance.
- Receipt Record Keeping / maintenance.

## **Facilitation Supervisor**

Civil Aviation Authority (CAA)

2002 – 2007

Islamabad International Airport – Pakistan

Facilitation Supervisor (Experience - 5 years)

Role & Operations of the Company

- Strengthening its safety and security oversight role as per International Civil Aviation Organization requirements and standards.
- To facilitate growth of the infrastructure development (Airports and Airport Cities) on a fast-track basis. Private sector participation in the process is also being encouraged.
- Enhanced Regulatory and air space management capabilities. Moreover, emphasis is being laid on commercialization of its assets and land with improved customer / passenger service standards, benchmarked with top performing international airports

- Investing in Human resource development through structured approach with particular focus on quality of people and enhancing their professional capability.
  - Job Responsibilities
  - To facilitate passengers of VIP Lounge
  - Control and Solve Baggage/refreshment problems
  - To brief and control all personnel under command for smooth functioning Challenges
- Help in recovering stolen baggage
- Supervise VIP movement and ensure proper security regarding personnel entering the lounge
- Facilitate all the VIP personnel and ensure that every one is equally handled and with care as well.
- Face different types of attitudes and handle them all with a cool mind, resulting in solution of the problems.

### **EXTRA CURRICULAR ACTIVITIES:**

- Hunting
- Golf
- Internet Surfing
- Listening Music etc.