

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, Islamiat 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 personal 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.