



# ASHER ASLAM

TELESALES REPRESENTATIVE  
B.S.O INSURANCE AGENT  
CUSTOMER SUPPORT AGENT  
TEACHER  
MUSICIAN  
FITNESS TRAINER

## CONTACT ME AT

 Abuhail Dubai  
 asheraslam345@gmail.com  
 0582407547

## SKILLS SUMMARY

- Excellent communication and interpersonal skills.
- Outstanding negotiation skills with the ability to resolve issues and address complaints.
- Finance and insurance Management.
- Dealing situations.
- Staff and User Training.
- Process improvement.

## AWARDS RECIEVED

Employee of the Month

Employee of the Year

Completed monthly targets

## PERSONAL PROFILE

I am a hardworking, honest individual. I am a good time keeper, always willing to learn new skills. I am friendly, helpful and polite, have a good sense of humor. I am able to work independently in busy environment and also within a team setting.

## WORK EXPERIENCE

### Telesales Representative

DU authorized Channel Partner SRJ Jan 2022 - Present



- Process sales transactions using internal provisioning systems and follow set processes and procedures.
- Handle every call with the highest degree of courtesy and professionalism.
- Use strong influencing skills with customers in order to influence them to purchase Comcast services and products.
- Advised present or prospective customers by answering incoming calls on a rotating basis; operating telephone equipment, automatic dialing systems, and other telecommunications technologies.

### B.S.O

Askari Bank Limited

Sep 2020 - Dec 2022



- Evaluating business or individual customers' needs and financial status and proposing protection plans that meet their criteria.
- Monitor insurance claims to ensure mutual satisfaction.
- Work with clients to deliver risk management strategies that fit their risk profiles.
- Achieve customer acquisition and revenue growth objectives.

### B.S.O

ALLIED Bank Limited

May 2018 - Aug 2020



- Evaluating business or individual customers' needs and financial status and proposing protection plans that meet their criteria.
- Monitor insurance claims to ensure mutual satisfaction.
- Work with clients to deliver risk management strategies that fit their risk profiles.
- Achieve customer acquisition and revenue growth objectives.

### Transworld PVT LTD

B.P.O cum Sales Representative

Nov 2017 - April 2018



- Process sales transactions using internal provisioning systems and follow set processes and procedures.
- Handle every call with the highest degree of courtesy and professionalism.
- Use strong influencing skills with customers in order to influence them to purchase Comcast services and products.



## Customer Support Agent

Talk Agent PVT LTD

Feb 2015- Oct 2017



- Manage large amounts of incoming phone calls.
- Build sustainable relationships and trust with customer accounts through open and interactive communication.
- Provide accurate, valid and complete information by using the right methods/tools.
- Keep records of customer interactions, process customer accounts and file documents.
- Follow communication procedures, guidelines and policies.

## EDUCATION HISTORY

### Bachelor of Arts

- Studied Psychology, Music and ethics

### Faculty of Arts

- Studied Psychology, Music and Economics

### High School

## COMPUTER FLAIRS

- Computerized Accounting
- Creative Designing
- MS Office
- Internet Surfing

## LANGUAGE PROFICIENCY

- |                  |           |
|------------------|-----------|
| • IELTS          | 6.9 Bands |
| • Spoken English | 85 %      |
| • Hindi          | 95 %      |

## PERSONAL INFORMATION

### Date of Birth

11 Nov 1988

### C.N.I.C

35202-0650498-5

## REFERENCE

Will be provided upon request