



Contact

Phone

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Email

amnaifzalaslam@gmail.com

Address

Dubai, UAE

Visa Status

Employment Visa

Education

2015

Intermediate (ICOM) with Majors in Accounts and Commerce
Rawalpindi Board, Pakistan

In Progress

B. Com with Majors in Accounting
Allama Iqbal Open University, Pakistan

Ongoing

Digital Marketing
Coachifie IT & Training Institute

Skills

- Detail Oriented
- Interpersonal Communication
- Data Management Skills
- Customer Service Skills
- Customer Relations
- Customer Communications
- Customer Retention
- CRM Database Management
- Telesales
- Telemarketing
- Conflict resolution
- Personable Telephone Manner
- Salesforce

Language

- English
- Urdu

Amna Ifzal

Sales/ Marketing Executive

Highly motivated and results-driven professional with extensive experience as a Telesales Supervisor and Telesales Representative in both inbound and outbound call center environments. Seeking a challenging position where I can utilize my strong leadership skills and expertise in training, coaching, and leading telesales representatives to achieve sales targets and provide exceptional customer support. Committed to identifying trends, establishing call center goals, and leveraging data analysis to enhance processes and improve overall performance. Proven ability to effectively communicate with customers, answer inquiries, and promote products or services. Skilled in maintaining accurate customer records, handling grievances, and preserving the company's reputation. Seeking an opportunity to contribute to a dynamic organization and drive sales growth while maintaining high levels of customer satisfaction.

Experience

FEBURARY 2023 – NOVEMBER 2023

Louis Global Marketing Management Est. | Dubai, UAE

Telesales Supervisor

- Performing training, coaching and leading Telesales representatives and they provide support for customers.
- Work with the contact center manager in Identifying trends and establishing call center goals.
- Present reports and analyzing contact center data to improve processes and performances

January 2022 - December 2022

Cab Call Expert (Inbound Call Center) | Pakistan

Telesales Representative

January 2021 - October 2021

Tribe Consulting (Inbound Call Center-US Based) | Pakistan

Telesales Representative

July 2016 - September 2018

Prime BPO (Inbound Call Center-US Based) | Pakistan

Telesales Representative

August 2014 - October 2016

Kallstar BPO (Inbound Call Center-US Based) | Pakistan

Telesales Representative

- Contact potential or existing customers to inform them about a product or service using scripts.
- Answer questions about products or the company.
- Ask questions to understand customer requirements and close direct prospects to the field sales team when needed.
- Enter and update customer information in the database.
- Take and process orders in an accurate manner.
- Handle grievances to preserve the company's reputation.
- Go the "Extra mile" to meet sales quota and facilitate future sale.
- Keep records of calls and sales and note useful information.
- Book meetings and schedule events.
- Maintain a filing system for data on customers and external partners.
- Distribute incoming and outgoing mail.
- Prepare regular reports and presentations.
- Organize, store and print company documents as needed.
- Update office policies and ensure compliance with them.

Projects

- Final Expense - Lead Generation
- Final Expense - Live Insurance