

Junaid Anjum

Customer Service Officer/Sales

- ❖ ADDRESS: ST-19, hu-461, Wssp office Abu Bakar Masjid Gulbahar-2 Peshawar
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Personal Statement

Always wanted to be a part of a dynamic business, and join a multicultural organization with people from all over the Highly Qualified, Dedicated, self-motivated and Confident person, who thinks strategically with problem solving private sector as well as personal projects. I am currently looking for suitable position with in a fast-paced challenging environment that will offer me an opportunity to

EDUCATION

- ❖ **MATRICULATION;** Forward High School Peshawar
- ❖ **INTERMEDIATE;** Muslim Educational Complex
- ❖ **BACHELOR OF COMPUTER SCIENCE ;** Agricultural University Of Peshawar

SKILLS

- ❖ MS Office
- ❖ MS Excel
- ❖ Power Point
- ❖ Sql Server
- ❖ Visual Basic .Dot Net
- ❖ Router Configuration
- ❖ Mobile Hardware
- ❖ Airline/E-Ticket
- ❖ Digital Marketing Skills Certification
- ❖ Freelancing Certification

EMPLOYMENT HISTORY

JD, Brothers Food and Beverages

Beverage Sales Representative

(2019-Present)

- ❖ **Responsibilities;**
- ❖ Managed and supervised all sales and

- ❖ Services of food and beverages in selected convenience stores
- ❖ Maintained coolers used in selected convenience stores
- ❖ Responsible for placement of new products and displays
 - Tracked price of food and beverages in seated convenience stores
- ❖ Ensured compliance in accordance with standards and policies
 - Handle complaints provide appropriate solutions and alternatives within the time limits
- ❖ Follow up to ensure resolution.
- ❖ Keep records of customer interactions, process Customer accounts and file documents

PEARL CITY HOTEL [2018]

Designation: Front Desk Officer [5-Month Experience]

- ❖ Registered guests, greeted every visitor, logged request and issued rooms key
- ❖ Processed guest payments for room charges, food and beverage charges and phone charges.
- ❖ Balance all rebates and other miscellaneous charges
- ❖ Provide accurate valid and complete information by using the right methods/tools.
- ❖ Delivered requested items to guests room
- ❖ Referred guest to local restaurants and recommended attractions in the area
- ❖ Keep records of customer interactions, process customer accounts and file documents.
- ❖ Maintained customers' records in database
- ❖ Greet all guests in courteous and professional manner
- ❖ Foster strong working relationships with all hotel departments

❖ Telenor Franchise [2016-2017]

Designation: customer Sales officer

Job Description:

- ❖ Cso officer and sales representative
- ❖ Direct sales officer [DSO]
- ❖ Generate sales leads.
- ❖ Re-Verification all the customers Sims on Bio Metric Device.
- ❖ Build sustainable relationships of trust through open and interactive communication.
- ❖ Provide accurate valid and complete information by using the right methods/tools.
- ❖ Meet personal/customer service team sales targets and call handling quotas.
- ❖ Handle complaints provide appropriate solutions and alternatives within the time limits follow up to ensure resolution.
- ❖ Keep records of customer interactions, process customer accounts and file documents.
- ❖ Handling all customers for bio metric verification and registering mobile numbers.
- ❖ Provide incident report on the technical fault for the network
- ❖ Maintained customers' records in database

JS-SOFTWARE SOLUTION [2014-2015]

Designation: IT Sales Executive

- ❖ **Job Description**
- ❖ Manage large amounts of incoming calls

- ❖ Generate sales leads.
- ❖ IT product's cctv camera's Hikvision, Dahua, CP plus, Cat5,6 Ethernet Cables, RJ-45 connector Identify and assess customer's needs to achieve satisfaction.
- ❖ Build sustainable relationships of trust through open and interactive Communication.
- ❖ Provide accurate valid and complete information by using the right methods/tools.
- ❖ Meet personal/customer service team sales targets and call handling quotas.
Handle complaints provide appropriate solutions and alternatives within the time limits follow up to ensure resolution
- ❖ Keep records of customer interactions, process customer accounts and file documents.
- ❖ Follow communication procedures, guidelines and policies.
- ❖ Take the extra mile to engage customers.

PERSONAL INFORMATION

NAME: Junaid Anjum
Father Name: Anjum Tanveer
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CNIC NO: 17301-4091906-9
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REFERENCE

- ❖ WILL BE FURNISH UPON REQUEST