

Numan Zaheer

Contact

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Additional Skills

- Customer Support
- Live chat
- Sales expertise
- Lead Generation
- Sales strategy
- Microsoft Office Specialist
- Web Development
- Wordpress
- Critical thinking
- Adaptability
- Excellent work ethic
- Mail handling
- Data Entry Specialist

Professional Summary

Sales Executive To acquire a competitive position in a fast-growing corporate or multinational concern through utilizing the learning I have observed during work and study. 03244696012 Lahore, Pakistan

Work Experience

Jan, 2022 - Present

Del Rentals - Marketing Coordinator

I am currently working as a Marketing Coordinator in one of the leading property management companies in Canada. My core responsibilities are listed below:

- Pushing new suites live on our website for marketing purposes.
- Updating multimedia of each suite to be pushed live to reach more customers.
- Auditing twice a month to keep track of each suite to be marketed
- Connecting with leasing reps to market suite.
- Design work for creative content when needed
- Building profile updates on the website
- Editing images for promotions

July, 2021 - Dec, 2021

EkoMovers - Sales Representative

I worked as a Sales Representative for a US Based moving company. My core responsibilities were as follows:

- Present, promote and sell services using solid arguments to existing and prospective customers
- Handling a large volume of incoming calls and converting leads into sales
- Consistent follow up with existing customers to convert contacts into sales
- Connecting with customers on calls, email and chat
- Establish, develop and maintain positive business and customer relationships
- Reaching out to customers for feedback and getting google reviews
- Continuously improve through feedback

Jan, 2021 - Jun, 2021

Greylab Technologies - Project Manager

I worked as a project manager for Ireland based company. My core responsibilities were as follows:

- Coordinate internal resources and third parties/vendors for the flawless execution of projects
- Ensure that all projects are delivered on-time, within scope and within budget
- Ensure resource availability and allocation
- Develop a detailed project plan to track progress
- Report and escalate to management as needed
- Create and maintain comprehensive project documentation

Aug, 2020 - Dec, 2020

Byte Consultancy - Virtual Assistant

I worked as a Virtual Assistant for a Canadian-based company, Installmart. My core responsibilities were as follow:

- Completed administrative tasks by performing business correspondence, transcription, and data entry.

- Answered multi-line phone system and transferred callers to the appropriate department or staff members.
- Identify customer needs and help customers use specific features
- Monitor customer complaints on social media and reach out to provide assistance
- Respond to customer queries in a timely and accurate way, via phone, email or chat
- Gather customer feedback and share it with our Product, Sales and Marketing teams
- Manage large volume of incoming phone calls
- Generate sales leads
- Provide accurate, valid and complete information by using the right methods/tools
- Keep records of customer interactions, process customer accounts and file documents
- Take the extra mile to engage customers

Jan, 2020 - July, 2020

Tech Bridge Consultancy - Customer Support Representative

I worked as a customer support representative for a US-based company, Teledentistry. My core responsibilities were as follows:

- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Provided primary customer support to internal and external customers.
- Responding to customer queries in a timely and accurate way, via phone, email or chat
- Receiving incoming calls from patients and connecting them with dentists for a video consultation.
- Collecting confidential information from patients and updating RMS.
- Follow up with customers to ensure they have received prescriptions.

Jan, 2019 - Dec, 2019

Techno Tronix - Customer Support Executive

- Provided primary customer support to internal and external customers.
- Assisting customers with their queries and assigning them to relevant departments.
- Taking confidential information from customers and updating CRM for future reference.
- Reporting to management for customers' incoming queries.
- Connecting with management and team to improve customer service.

Education

Mar, 2019 - Present

Virtual University of Pakistan

Majored in Computer Sciences.

- Continuing education in Programming languages
- Professional development completed in Website Development

Mar, 2015 - Mar, 2017

BISE Lahore

F.Sc Pre Engineering

Mar, 2013 - Mar, 2015

BISE Lahore

Matriculation in Biology Sciences

Languages

English	—	100
Urdu	—	100
Punjabi	—	100