

# Zaghum Sultan

## Personal

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## Education

- **Bachelor's Business Administration** | 2014
- **'A' levels** | 2007
- **'O' levels** | 2005

## Skills ★★★★★

Problem Solving



Decision Making



Customer Service Skills



Interpersonal Skills



Written Communication



Conflict Resolution



Administrative skills



Leadership skills



## About Me

Hi !

I'm Zaghum Sultan, a Bachelor's Business Administration Graduate with most of my Experience in Customer Services, Sales and Administration domain of different sectors. I'm a fast learner and a team player with passion and motivation to effectively and efficiently engage in activities and duties assigned to me. With a total exposure of over 8 years working in different capacities and organizations I have exhibited my skills in improving the functionality of my department. I believe, I can be a good asset to any organization if given the opportunity as I'm determined to improve, learn and help others towards progress and growth.

## Work Experience

**Jun'21 – June'22 | Central Asian Telecom Services, Rawalpindi, Pakistan**

**Floor Manager**

- Managing the entire spectrum of operations. Monitoring, improvising and managing resources and policies to generate optimized results.
- Onboarding and rolling out projects after assessing the profitability and challenges.
- Ensuring smooth flow of Operations on Day to day basis
- Acting as a facilitator between the Clients & the Company in resolving their concerns related to products and deliverables (more or less like a BDE).
- Managing the Sales Team and ensuring results on the floor.

**Feb '19 – May'21 | Freelance Real Estate Sales, Rawalpindi, Pakistan**

Worked as a freelancer, dealing with several projects through market liaison in Rawalpindi/ Islamabad region;

- TopCity1
- Newage Homes
- Mentmore
- Blue World City
- Shops & houses in different areas of Twin Cities
- Finding Raw Land Deals in adjacent areas based on client requirements.

- Maintaining a good relationship with Developers with upcoming projects.
- Keeping the customers up to date on their investment portfolios and sharing new and upcoming projects based on their investment goals.
- Actively participating on Social Media Platforms for generating leads while assisting people with questions & queries related to investment directions, etc

## **Aug '18 – Feb '19 | The Millennium Builders Pvt Ltd, Rawalpindi, Pakistan**

### **Business Development Executive**

- Generating Sales for projects (mainly Blue World City) taken up by the company for marketing & sales.
- Accessing Projects to be taken onboard for Marketing.
- Post Sales Customer Services.
- Maintaining Data-Base for leads, sales and inventory.

## **Feb '17 – June '18 | TopCity-1, Rawalpindi, Pakistan**

### **Administration Officer**

- Managing day-to-day activities on site such as fuel issuance, departmental record keeping, petty cash management and other department related activities.
- Developing work rota for mess and office employees.
- Successfully created, implemented and managed company fleet for multiple vehicle type to be used by different departments over the day without any lags.

## **April '16 – Jan '17 | MR Sales & Lettings, Islamabad, Pakistan**

### **Business Development Executive**

- Communicating work schedule with contractors and Landlords of the property administered by the company.
- Developing work schedule for the property (for renovation & maintenance).
- Vendor Management for parts, spares & products.
- Finalizing task invoices and forwarding them to accounts for processing.
- Contractor task management, labor hours management, etc.

## **Jan '15 – Dec '15 | TopCity-1, Islamabad, Pakistan**

### **Marketing Executive**

- Achieved a recovery log of approx. PKR 8.7 million in one Month.
- Catered clients and prospects at Site Office of the Project, providing information and resolving queries.
- Acting administrator at site office (Marketing & Customer Care Dept.)
- Executed a 3 day Stall activity at Dream Home Expo 2015, representing TopCity-1.
- Created SoPs for Marketing Dept., Customer Care Dept. & Recovery Dept.
- Developed Marketing Plan and Execution Strategy for Fresh Product Launch.
- Created a Filing System for files in custody for HR, Marketing, Procurement, Insurances, etc.

## **Sept '14 - Jan '15 | Rawalpindi Chamber of Commerce & Industry, Rawalpindi, Pakistan**

### **R&D Officer**

- Conducted RCCI Annual Awards 2014.
- Part of the team conducting Golf Tournament 2015 for RCCI members and Ambassadors to Pakistan.
- Core team of Rawal Shopping Festival 2015.

**Dec' 09-July '10 | Kallstar, Rawalpindi, Pakistan**

**Telesales Representative**

- B2C cold calling in Australian Market.
- Selling, Upgrading, putting up reservations for holiday company all over Australia.
- Researched and developed a reward based program for business that joined us in the program.
- Later on promoted to **Assistant Business Development Manager**.

**Sept '07- June '08 | MxConn, Islamabad, Pakistan**

**Customer Service Representative**

- B2B cold calling to ensure appointment setting for business related software webinar.
- Achieving monthly targets and ensuring quality score of above 90 %.
- Contributing positively to team building activities and fresh induction orientation.

**Feb'07-July'07 | Infospan, Islamabad, Pakistan**

**Tele Sales Representative**

- Cold Calling on Canadian Long Distance Calling Project.
- Pooling rigorously to team targets and ensuring quality score of above 95 % throughout the term of service.

**July '14 - Aug '14 | Rawalpindi Chamber of Commerce & Industry, Rawalpindi, Pakistan**

**Intern**

- Conducting Primary Research and/or collecting Secondary Research data upon member's request.
- Research on government policies, their effects on the business environment.
- Writing Articles for the RCCI Business Magazine.
- Issuing letters, Transcribing Minutes of Meetings and conducting seminars for the members to keep them updated on the current business environment.
- Addressing and inquiring upon member's query for international trade procedures and helping them in identifying prospective buyers, sellers and market as a whole.

**Extra-Curricular Activities**

- Organized a 'Leadership Conference 2009' for the people with Disabilities in collaboration with Telenor Pakistan under STEP Foundation.
- Organized a Creative Leaders Conference 2009.
- Participated in 'YLES 2009' LUMS.
- Organized a workshop (for 120 students) on Disability Awareness in COMSATS.
- Organized COMSATS Student Week Dec 2011, March 2012, Nov 2012.
- Participated in Active Citizen's Workshop conducted by British Council May 2012.
- Participated in a Social Active Project "Color the Flowers", in Pakistan Institute of Medical Sciences (PIMS).
- Participated in the Social Active Project's Awards Listing Ceremony held by Chanan Development Association (CDA) in collaboration with the British Council.
- Organized a Day-Summer Camp (2 week Duration) for the Children of Naval Officers "Blue Ocean Summer camp" June 2013.
- Created several Video Ads for different courses in University.
- Attended "Markhor" (Pakistan's 1st Wilderness Based Leadership Program) 2013.