

Liaqat Arshad

Contact: +971-5884502-82

Email: liaqatarshad205@gmail.com



CAREER OBJECTIVE

To work in learning and challenging environment, utilizing my skills and knowledge to be the best of my abilities and contribute positively to my personal growth as well as growth of the organization.

PROFESSIONAL WORK EXPERIENCE

Feb'19 – Till now

**Cosmoplast IND. Co. LLC, Sales Coordinator
(Sharjah U.A.E)**



Responsibilities:

- Listening to client requirements via phone calls, emails and suggesting the appropriate products
- Preparing quotations of the products and sending to customers ensuring accurate information has been provided
- Verifying the price, quantity & discount and preparing the Sales orders in the ERP System.
- Checking the stock status and advising the products availability/production
- Minimizing customer complaints, delays, rejections, discrepancies throughout the sales process by following up with clients and internal departments
- Liaising with delivery team and logistics to ensure on time material delivery
- Following up with clients on outstanding payments, if required

Jan'17 - Dec'18

**Etisalat UAE, Customer Service Representative
(Sharjah U.A.E)**



Responsibilities:

- Greet the customer on counter with warmth, courtesy & personalized greeting
- Listening to customer requirements and matches their needs with products
- Follow up all the case related to daily requests in the corporate billing and customer management (CBCM & CRM system)
- Negotiating the terms of an agreement and closing sales
- Manage large amounts of inbound and outbound calls in a timely manner
- Attending team meetings and sharing best practice with colleagues
- Advising on forthcoming product developments and discussing special promotion

ACADEMIC EDUCATION

- 2018 Bachelor in IR from BZU Multan, Pakistan (In Process)
- 2016 Associate Diploma (Electrical Engineering) from PTB, Pakistan
- 2013 Matriculation from BISE Multan, Pakistan

CERTIFICATION/ ADDITIONAL SKILLS

- International English language certification (U.S Department of State)
- MS Office (All versions, esp. MS Word, MS Power Point and MS Excel) & Adobe Photoshop
- IVQ Diploma (City & Guilds of London U.K)

TRAININGS & WORKSHOPS

- Graduated Access Program-Two years Culture exchange and study Program Sponsored by U.S Department of State.
- Certificate of Achievement awarded by U.S Ambassador to Pakistan.
- Attended training on professional "Thematic approach of teaching" by One Sky international United states.
- Attended training workshop on" Youth leadership" by Youth development foundation Pakistan.
- Intermediate and advance levels of MS excel Year - 2012

KEY SKILLS

- Strong Interpersonal communication skills
- Problem analysis and problem solving
- Organizational leadership skills
- Adaptability and ability to work under pressure
- Initiator

PERSONAL INFORMATION

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| • Languages Known: | English, Hindi & Punjabi |
| • Nationality: | Pakistani |
| • Visa Details: | Residence Visa |
| • Marital Status: | Unmarried |
| • Valid UAE driving license | Yes |