



# Taqweem Sanam

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Address: Dubai, UAE

## Summary

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Self-motivated sales and marketing graduate with extensive customer service experience gained through high-quality internships and temporary positions. Excellent at motivating team members, resolving issues and finding solutions that increase the bottom line.

## Work experience

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### Jean Paul Dupont, Dubai, UAE

Sales person

- Acknowledge customers in a friendly and helpful manner within 30 seconds of their entry into the area
- Handle all returns courteously and professionally
- Sell brand fragrances and related merchandise according to customer service techniques and professional selling skills
- Determine customer needs based on personal features and other customer preference related factors
- Explain and demonstrate use of fragrances through actual application
- Responsible for achieving personal sales goals

### Azizi Developments, Dubai, UAE

Assistant Sales Executive

- Organize sales presentations and ensure that all sales presentation materials are prepared prior to deadlines
- Update customer records in the company database as required
- Contact customers to answer basic procedural questions or to gauge their level of satisfaction with the company
- Collaborate with the sales staff to monitor active purchase orders and make sure that orders are completed on time
- Report any inventory or service issues to management and the appropriate Account Manager immediately

### Focus Star Trading LLC, Dubai, UAE

Sales person

- Serves customers by selling products and meeting customer needs.
- Services existing accounts, obtains orders, and establishes new accounts by planning and organizing daily work schedule to call on existing or potential sales outlets and other trade factors.

- Adjusts content of sales presentations by studying the type of sales outlet or trade factor.
- Focuses sales efforts by studying existing and potential volume of dealers.
- Submits orders by referring to price lists and product literature.
- Keeps management informed by submitting activity and results reports, such as daily call reports, weekly work plans, and monthly and annual territory analyses.
- Monitors competition by gathering current marketplace information on pricing, products, new products, delivery schedules, and merchandising techniques.
- Recommends changes in products, service, and policy by evaluating results and competitive developments.
- Resolves customer complaints by investigating problems, developing solutions, preparing reports, and making recommendations to management.
- Maintains professional and technical knowledge by attending educational workshops, reviewing professional publications, establishing personal networks, and participating in professional societies.
- Provides historical records by maintaining records on area and customer sales.
- Contributes to team effort by accomplishing related results as needed.

## AMER Service Centre, Dubai, UAE

### Customer Care Service

- Generate sales leads
- Identify and assess customers' needs to achieve satisfaction
- Build sustainable relationships and trust with customer accounts 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 customer 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

## M S Real Estate DHA, Lahore, Pakistan

### Real estate salesperson

- Interact with customers via phone, email, and social media
- Advise contacts on the state of the real estate market
- Collect and distribute information concerning the need to buy or sell real estate
- Answer questions about contracts and terms of sale
- Utilize computer technology to manage a database of customers and prospects
- Assist potential clients with financial decisions concerning real estate
- Resolve conflicts that arise during the purchase or sale of real estate property.

## Mobilink, Sahiwal, Pakistan

### Customer Service Care

- Greets customers in a professional and friendly way, schedules appointments, collects vehicle and customer information, prepares R.O's, arranges towing and temporary transportation, maintains automotive records by recording problems, keeps customer service area clean and orderly, processes customer invoices and payments, completes customer appointment reminder process and stocks parts and supplies.

## MUSTANG SECURITY, Islamabad, Pakistan

### Call operator

- Obtains client information by answering telephone calls; interviewing clients; verifying information.
- Determines eligibility by comparing client information to requirements.
- Establishes policies by entering client information; confirming pricing.
- Informs clients by explaining procedures; answering questions; providing information.
- Maintains communication equipment by reporting problems.
- Maintains and improves quality results by adhering to standards and guidelines; recommending improved procedures.
- Updates job knowledge by studying new product descriptions; participating in educational opportunities.
- Accomplishes sales and organization mission by completing related results as needed.

## Wahguns Security Services, Karachi, Pakistan

### Accountant

- Administering payrolls and controlling income and expenditure
- Compiling and presenting reports, budgets, business plans, commentaries and financial statements
- Analysing accounts and business plans
- Financial forecasting and risk analysis
- Dealing with insolvency cases

## Skills

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- Communication.
- Time Management.
- Software Skills.
- Internet Skills.
- Self-Motivation.
- Patience.
- Diplomacy.
- Persistence.

## Education

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# Bachelor of Commerce

Punjab University, Lahore, Pakistan

## Interests

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- Writing.
- Blogging.
- Podcasting.
- Marketing.
- Learning languages
- Photography.
- Travel.

## References

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References available upon request.