

Hira Rahman

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Valid UAE License

Executive Summary

I possess over 5 years of experience in sales and customer service in the local market of UAE. My customer-centric approach combined with excellent persuasive skills have resulted in a substantial increase in the customer satisfaction scores by **40%**. I developed and implemented groundbreaking customer service strategies to help my employer, Dollar Rent A Car win **Customer Favourite Awards** for two consecutive years, 2018 and 2019.

Skills

- Interpersonal Skills
- Problem Solving Skills
- Time Management
- Decision Making
- Microsoft Office
- Strong Communication skills
- Customer relationship management
- Direct Sales and Customer Services
- Ability to perform under pressure
- Reliable and punctual

Achievements

- **'Highest Upsell revenue'** (May, 2019) - *Dollar Rent A Car*
- **'Highest Average Revenue Per Day'** (Oct, 2018) - *Dollar Rent A Car*
- **'Top Telesales Performer'** For 6 Consecutive Months (Jan - Jun 2018) - *Dollar Rent A Car*
- **'Employee of the Quarter'** (2016) - *Budget Rent A Car*

Exceeded my sales target by 20% during my probationary period in the previous company due to my customer centric approach, problem solving, customer satisfaction and selling skills.

Experience

Dollar Rent A Car

November 2018 – Present

Dubai, United Arab Emirates

Sales and Customer Service Representative

- My ability to cement and advanced client relationship has led to a prominent increase in online bookings.
- Developing proposals and solutions in critical situations.
- Facilitate hire agreements and negotiations as an expert on all vehicles in the fleet and present all products, protection items and solutions.
- Conduct market research through in person surveys, social media posts, and online analytics.
- Promote and exceed online sales projections using online marketing tools and techniques in the UAE and Oman.
- On-site training to new sales representatives and existing call center staff relevant to their role.
- Contacting potential clients via email or phone to establish rapport and make reservations.
- I have presented information relevant to company's customer satisfaction directly to the management and have achieved successful results.
- Acquired positive customer Feedback on a regular basis
- Maintaining highest customer satisfaction rating on major tour operator portals

Dollar Rent A Car

January 2017 – November 2018

Dubai, United Arab Emirates

Telesales Agent

- Qualifying and opening new clients.
- Generating new clients from Email campaigns.
- Introducing new promotional offers to new clients.
- Meeting Monthly outbound call targets.
- Consistently achieved and surpassed my telesales target.
- Booking in new and existing customers hire agreements.
- Addressing post-sales customer complaints.
- Reactivating old clients
- Acquired positive customer Feedback on a regular basis
- Maintaining highest customer satisfaction rating on major tour operator portals

Budget Rent A Car**December 2015 – March 2017***Dubai, United Arab Emirates***Sales and Customer Service Representative**

- Achieved and exceeded monthly lead generation target.
- Responsible for customer relationship management, contract negotiations, quotation and pricing to maximize sales.
- Collaborated with cross-functional teams to improve customer service experience, proposal process and billing.
- Trained and mentored new sales representatives.
- Being a sales representative and having a keen eye on quality to improve sales, there were a number of sectors served i.e.
 - Aviation
 - Education
 - Banking
 - Government
 - Hotel

SoftKodes**October 2014 – September 2015***Karachi, Pakistan***Social Media Executive/SEO Content Writer**

- Researched, wrote and proofread blogs, promotional articles, press releases, classified submissions, video scripts, reviews, meta tags and email campaign content;
- Generated, edited, published and shared daily content for multiple teams that built meaningful connections and encouraged community members to take action
- Scheduled meetings and interviews as requested by HR Manager, and subsequently conducted interviews with the Sales and Support Executives.

Du**December 2013 – May 2014***Dubai, United Arab Emirates***Sales Representative**

- Sold specific services and demonstrated products to consumers to show how to maximize the features.
- Presented solutions to customers including credit terms and closed sales.

- Delivered on site training to new employees on product portfolio, sales approach and customer handling techniques along with proper feedback
- Handled customer complaints, telephone and email inquiries with professionalism and confidence.
- Handled and completed daily reports to the supervisor

Berlitz
Karachi, Pakistan
English Language Instructor

May 2012 – August 2013

- Prepared PowerPoint presentations for corporate clients.
- Delivered personal and group training to clients coming from various backgrounds and of different age groups.
- Taught IELTS including spoken English to the students.
- Participated in marketing events for the language centre.
- Prepared information for inspection visits, auditing and other quality assurance exercises.

Education

Oxford Brookes University
 BSc (Hons) – Applied Accounting

2012 to 2016

‘A’ Levels

Beaconhouse School System

‘O’ Levels

Beaconhouse School System

Personal Details

Date of Birth: 21st January 1986

Marital Status: Single

References

References are available on request.