

Muhammad Adnan Shafi

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CAREER OBJECTIVE:

To obtain a suitable position in your organization that would give me an opportunity to use my skills, experience and great sense responsibility that Assures to make a positive contribution in the personal and organizational behavior.

ACADEMIC QUALIFICATION:

-  BA (In progress) from UNIVERSITY OF KARACHI.
-  Diploma Associate Engineering (Comp Info Tech) from SINDH TECHNICAL BOARD in 2013.
-  Matriculation (Science) from KARACHI BOARD in 2009.

COMPUTER KEY SKILLS:

-  Microsoft Word, Microsoft Excel, Microsoft PowerPoint
-  Internet (Browsing, Searching & E-Mailing)
-  Adobe Photoshop
-  Flash Animation Software
-  Web Page Maker
-  In Page

CERTIFICATION COURSES & TRAININGS:

- ✓ CCNA(Cisco Certified Network Associate) Conducted by CTTC (Computer Training & Testing Centre)
- ✓ IT Essential Conducted by miti (Memon Industrial & Technical Institute)
- ✓ Call Center Training Conducted by H-Tech Solution(Pvt)Ltd
- ✓ Call Center Agent Training Conducted by iACT (Institute For Advancing Careers And Talents)
- ✓ English Language Course Conducted by iACT (Institute For Advancing Careers And Talents)

PROFESSIONAL EXPERIENCE:

Company:  **Al Wafiq Global Pvt Ltd**
Position: **Sales Representative & KAM Agent**
Duration: November 2022 to Present

Campaign: Authorized Channel Partners Of  Du Telecom UAE.

DUTIES AND RESPONSIBILITIES FOR SALES DEPARTMENT:

- Contact potential customers by phone to introduce and promote products or services.
- Identify and understand customer needs, answer their questions, and provide appropriate solutions.
- Follow sales scripts and guidelines to deliver persuasive sales pitches.
- Use effective communication and sales techniques to build rapport with customers and establish trust.
- Handle objections and overcome barriers to achieve sales targets.
- Provide accurate and up-to-date information about products or services.
- Enter and update customer information in the CRM system.
- Meet or exceed individual and team sales targets and key performance indicators (KPIs).
- Collaborate with the sales team to share knowledge, strategies, and best practices.
- Maintain a high level of professionalism and customer service orientation in all interactions.
- Maintain Excel sheet & Report to Team Leader & Global Team Leader.

DUTIES AND RESPONSIBILITIES FOR KAM DEPARTMENT:

- Give customers welcome call regarding recent activated Package on daily bases.
- Provide all relevant information about concerned Requirement.
- Contact with customers regarding new generated & out standing bills as per due dates.
- Informed through WhatsApp messages also for remembrance.
- Maintain all records on google sheet as a DSR.
- Report to Team Leader & Global Team Leader on Daily Bases.

Company:  **Be Forward Japan &  ICM Japan World Wide Car Exporters Auto Trading**
Industry
Duration: October 2020 to 2022

1- FRANCHISE:  **TRD World Pvt.LTD**

2- FRANCHISE:  **SKA Japan Pvt. LTD**

3- FRANCHISE:  **MK Japan Pvt. LTD**

Position: **Sales, Marketing Executive & Business Developer**

DUTIES AND RESPONSIBILITIES:

- Cold calling, emails, social media marketing
- Generating new leads
- Maintaining clientele
- Procuring cars for new & old clients
- Maintain record of upcoming cars in auction or stock
- Allocating funds for clients in their accounts
- Keeping track of all documents and cars
- Procured used cars from Japanese Auction Houses to export to clients
- Sell stock cars to clients

Company: **DataNet Pvt Ltd**

Position: **Call Service Representative & Medical Officer**

Duration: February 2018 to October 2020

Daughter Company:  **Health E Connex**

DUTIES AND RESPONSIBILITIES:

- Customer services as the call center representative.
- Back up support to all the doctors during duty hours.
- Monitoring and filtering Pre-authorizations.
- Resolving client queries.
- Filtering queries and forwarding and coordinating with various departments.
- Answers inquiries by clarifying desired information.
- Maintaining call center data by entering information in the HEC dedicated system.
- Assisting the claims team as and when required.
- Assisting the IT team as and when required.
- Assisting the Doctors team as and when required.
- Assisting the Senior Management as and when required.
- Hospital coordination on behalf of our team of doctors and clients.

REPORTS: the following reports are my responsibility to produce and circulate:

- Dc Status Report when required.
- Also circulation of all the remaining reports when required.
- Helping the claims team with client reporting whenever necessary.
- Month End Closing of all Pre-Auths (whether utilized, rejected or expired without utilization).
- Any other required reports.

Company:  **H-Tech Solution Pvt Ltd**

Position: **Call Service Representative & Control Room Supervisor.**

Duration: September 2013 to April 2017

Campaign:  **Commissioner Karachi Division, Emergency Contact Centre (Rescue 1299)**

DUTIES AND RESPONSIBILITIES:

- Work as control room supervisor in Rescue 1299.
- Responsible to handle calls and do outbound calls to concern stakeholders.
- Responsible to do correspondence with concern associates.
- Responsible to handle call of citizen regarding civic nature of complaints.
- Responsible to log information in customize ORACLE based application RMS (Rescue Management System).
- Responsible to assure punctuality and presence on shift for 24/7 operation.

Company:  **THE INNOVATIVE PUBLIC SCHOOL**

Position: **Assistant Administrator**

Duration: November 2012 to January 2013

HONOURS & AWARDS:

- Received Appreciation Award for Hardworking in Sales & Marketing given by TRD World (Pvt)Ltd.
- Received Agent of The Month Award for the best performance of Call Service Representative given by H-Tech Solution (Pvt)Ltd.

HOBBIES & PERSONAL INTERESTS:

- Cycling
- Sports (Karate)
- Traveling
- Social Activities
- Getting knowledge
- Making new friends
- Attending Career Seminar
- Keen to have Food at Famous Places
- News & Watching political talk shows
- Improve and share the knowledge about PAKISTAN

PERSONAL INFORMATION:

Father Name	:	Muhammad Rehan Qureshi
C.N.I.C	:	42201-5664483-9
Date Of Birth	:	June -19- 1993
Domicile / PRC	:	Karachi (Sindh)
Marital Status	:	Married
Religion	:	Islam
Nationality	:	Pakistani
Language	:	Urdu & English

REFERENCE:

- Available upon request.
- Certificate will be furnished on request.