

Irfan Aurangzaib

Sales & Customer Service

A self-motivated professional with over 9 years' experience in the customer service industry. Excellent organizational and communication skills contribute to high levels of efficiency and productivity. Proven track record in resolving complex customer issues and implementing workable solutions. A strong sense of urgency ensures customer satisfaction and improved customer retention levels. The ability to assimilate information quickly facilitates in-depth product knowledge and the provision of outstanding customer service. Verified achievement of performance benchmarks in all areas.

Work History

2021 - 2024

Customer Service Specialist

Abacus Consulting (BPO), Pakistan

- Promptly responding to customer queries via email, live chat, and phone.
- Immediately escalating serious complaints or issues to the relevant team to deal with.
- Liaising with colleagues or managers to find the best solutions to customers' issues.
- Identifying common problems and escalating them to management, along with possible suggestions for improvement, wherever possible.
- Maintaining a polite, helpful, and professional manner at all times.
- Attending workshops and meetings as required.
- Providing training to new customer service agents.
- Respecting client confidentiality at all times.

2017– 2021

Senior Sales Executive

Sell Your Motors, Dubai

- Understanding automobiles by studying characteristics, capabilities, and features
- Closing sales by overcoming objections, asking for sales, negotiating price, offering services, and collecting payments
- Providing sales management information by completing report
- Handling marketing through social media and telephone calls
- Meeting sales goals, selling to customer's needs, Documentation skills, responding to inquiries.
- Cash handling and doing administrative tasks.
- Dealing with different departments (RTA, BANK MORTGAGE.

Contact

Phone

+97470395356

E-mail

irfanojutt@gmail.com

LinkedIn

<https://www.linkedin.com/in/irfan-aurangzaib-78834>

Skills



2016 - 2017

Key Account Manager

Emerging Technologies, Dubai

- Promoting the product and services of the company by doing market research
- Coordinating with production, advertising, sales, and distribution team
- Analyzing and investigation of price, demand, and competition
- Communicating with target audience and managing customer relationship
- Monitoring competitor activity and coming up with new and attractive ideas to promote and increase sales.
- Weekly stock check and always keeping the stock available for e.g.: papers, ink, cartridges, materials, etc.
- Doing outdoor activities once a week such as visiting new companies with new offers and promotions.
- Meet customers to discuss and ascertain needs, tailor solutions and close deals.
- Maintain current knowledge of evolving changes in the marketplace.


2012 - 2016


Customer Service Representative

Emirates Integrated Telecommunication Company, Dubai

- The main responsibilities incorporate all roles in customer service & satisfaction.
- Ensuring Company standards / KPI's and Customer experience
- Training Team Members.
- Stock takes and supervision of the stocks / collaterals.
- Dealing with SME and Key enterprise accounts
- Help resolve complex customer issues relating to billing, Value Added Services usage, escalate customer issues to the right departments, follow up & feedback etc.
- Assist customers with their billing queries, addition of extra services, market research etc.
- Dealing with cancelations for Individual Payment Responsible (IPR), and Multiple Payment Responsible (MPR) customers
- Providing support in achieving the sales targets
- Following up on the process of enterprise documentation regarding single and multiple products
- Updating enterprise customers on new offers and products launched and providing complete product and documentation information to ease the customer the hurdle of continuous visits to the store.
- Resolve enterprise issues pertaining to pending/incomplete documentation, non-activations, complaints relating to partner and indirect sales channels and call center regarding incorrect documentation and product information.

Software

Peach tree 

Tally 

Languages

English 

Full Professional

Urdu 

Native or Bilingual

Punjabi 

Full Professional

Education

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2009 - 2011	<b>Bachelor of Commerce: Accounting and Business Management</b> <i>Punjab University - Lahore, Pakistan</i>
2007 - 2008	<b>Intermediate of Commerce: Accounting</b> <i>Board of Intermediate &amp; Secondary Education - Lahore, Pakistan</i>
2002- 2006	<b>Higher Secondary Schooling: Science Education</b> <i>Lahore Board - Lahore, Pakistan</i>

Interests

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- Music
- Sports

Personal Information

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**Nationality** – Pakistani

**Visa Status** – Valid QID with NOC (Transferable)

**Driving License** – UAE Driving License