

JALEEL AHMED

ABOUT ME

Experienced sales associate and customer service executive adept at driving revenue growth and providing exceptional service. Skilled in understanding customer needs, problem-solving, and collaborating with teams. Eager to contribute enthusiasm and expertise to your team

PROFESSIONAL EXPERIENCE

Sales executive

Feb 2023 – Nov 2024

Times Consultant

- Times Consultant is an educational consultant in Pakistan, offers specialized study visa services for students aiming to study overseas.

Achievements/Tasks

- **Prospecting and Lead Generation:**

Actively seeking out and qualifying potential customers through various channels such as cold calling, networking, and referrals.

- **Negotiation and Closing:**

Engaging in negotiations with prospective clients to address concerns, overcome objections, and ultimately close sales deals.

- **Account Management:**

Building and maintaining relationships with existing clients to ensure customer satisfaction, encourage repeat business, and potentially upsell or cross-sell additional products or services.

- **Market Research:**

Conducting research on industry trends, competitor offerings, and customer needs to stay informed and adapt sales strategies accordingly.

- **Pipeline Management:**

Managing and updating sales pipelines or CRM systems to track leads, opportunities, and sales activities effectively.

- **Customer Communication:**

Responding promptly to customer inquiries, providing product information, and offering solutions to meet their needs.

- **Sales Reporting and Analysis:**

Generating sales reports, analyzing performance metrics, and providing feedback to management on sales activities and outcomes.

- **Sales Team Leadership:**

Led, motivated, and trained sales teams to meet and exceed sales objectives.



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Souq al waqif Doha Qatar

EDUCATION

Qurtaba University of Science and Information Technology

Bachelor of Business Administration
2020 – 2024

Fazaia Degree College Peshawar

Pre- Engineering

2017 - 2019

SKILLS

- Prospecting
- Pitching
- Closing
- Negotiation
- Active Listening
- Adaptability
- Resilience
- Problem-Solving
- Networking
- Excellent Communication
- Time Management
- Sales Techniques
- Team Player
- Attention to Details
- Interpersonal Skills
- Strategic thinking Technical
- skills
- Customer service

- **Sales Forecasting and Reporting:**
- Prepared accurate sales forecasts and comprehensive reports to guide strategic planning.
- **Client Acquisition:**
- Successfully acquired 50+ new clients within the first six months.
- **Sales Training and Mentoring:**
- Trained and mentored junior sales staff, sharing best practices and techniques to improve team performance.

Customer service executive

August 2021-December 2022

Transpeshawar

- TransPeshawar is a public transport company that operates buses and bicycles in Peshawar, Pakistan.
- 1. **Customer Assistance:**
 - Assisted passengers with inquiries regarding routes, schedules, fares, and station facilities.
- 2. **Ticketing and Fare Management:**
 - Managed ticket sales, fare collection, and provided assistance with automated ticket machines.
- 3. **Safety and Security:**
 - Ensured passenger safety by monitoring station areas, managing crowd control, and reporting any security issues to relevant authorities.
- 4. **Information Dissemination:**
 - Provided timely information to passengers about service changes, delays, and other relevant updates via announcements and digital displays.
- 5. **Emergency Response:**
 - Responded promptly to emergencies, providing guidance and assistance to passengers during evacuations or other critical situations.
- 6. **Lost and Found Services:**
 - Managed lost and found items, assisting passengers in recovering lost belongings.
- 7. **Accessibility Support:**
 - Assisted elderly passengers, individuals with disabilities, and others requiring special assistance to ensure a smooth travel experience.
- 8. **Station Maintenance Oversight:**
 - Ensured that station facilities, including restrooms and waiting areas, were clean and well-maintained.
- 9. **Complaint Resolution:**
 - Handled passenger complaints and feedback effectively, striving to resolve issues promptly and courteously.
- 10. **Collaboration with Operational Teams:**
 - Coordinated with train operators, maintenance crews, and other staff to ensure seamless station operations.

Sales executive

June 2019 – march 2020

ZONG

- Zong is a telecommunication company which provides telecommunication services all over Pakistan.
- Promoted telecom products and services to prospective customers.
- Generated leads, negotiate sales, and close deals to meet sales targets.
- Conducted market research to identify customer needs and preferences.
- Provided product demonstrations and training to customers.
- Worked closely with customers to determine their needs, answer their questions about your products and recommend the right solutions.
- Built relationships with clients and customers.
- Advised clients or customers.
- Provided customer service.
- Maintained relationships with clients by providing support, information, and guidance; researching and recommending new opportunities;
- recommending profit and service improvements.
- Identified product improvements or new products by remaining current on industry trends, market activities, and competitors.
- Prepared reports by collecting, analyzing, and summarizing information.
- Maintained quality service by establishing and enforcing organization standards Contributed to team effort by accomplishing related results as needed.

ACHIEVEMENTS

- Exceeding Sales Targets
- Winning New Clients
- Customer Retention
- Upselling Success
- Market Penetration
- High Customer Satisfaction
- Ratings Sales Efficiency Improvement

LANGUAGES

- English Native or Bilingual Proficiency
- Hindi/Urdu Full Professional Proficiency
- Pashto Native or Bilingual Proficiency