



SHAHEEN IQBAL

Nationality: Pakistani

Date of Birth: 23- November - 1992

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Address: Villa # 99, Street #1, Precinct 11-B, Bahria Town Karachi – Pakistan

OBJECTIVE

Working with an organization that offers better environment to share experience and knowledge to uplift the organization and myself as well.

WORK EXPERIENCE

SENIOR MANAGER – SALES AND ADMINISTRATION (CONTACT CENTER)

CONCEPTRIX – KARACHI PAKISTAN

JUNE 2023 – PRESENT

- Develop and implement strategic plans to achieve business objectives.
- Oversee daily admin tasks and ensure operational efficiency across all departments.
- Collaborate with the executive team to set and meet corporate goals.
- Foster relationships with key stakeholders, including clients, partners, and investors.
- Lead and mentor department Managers with their teams.
- Monitor performance and implement improvements where necessary.
- Drive growth initiatives and identify new business opportunities.
- Present reports and updates to the Board of Directors.
- Provide Hands On training on Salesforce CRM to Call Center Agents.
- Daily meetings with Sales, Customer Care and Administration Personnel.

MANAGER – SALES AND ADMINISTRATION (CONTACT CENTER)

AXACT PVT LTD – KARACHI PAKISTAN

FEBRUARY 2013 – JUNE 2023

- Develop and implement strategies that align with the company's overall goals and objectives.
- Lead and manage a team of employees, providing guidance and support as needed.
- Ensure that projects are completed on time, within budget, and to the required quality standards.
- Collaborate with other departments and stakeholders to ensure that business needs are being met.
- Analyze data and make recommendations for improvements to processes, procedures, and systems.
- Stay up-to-date with industry trends and best practices, and apply this knowledge to drive innovation and growth.

SKILLS

- Computer Skills
- MS office Proficient
- CRM Systems
- Tech Savy
- Advance Operating Systems
- B2B and B2C commerce
- SaaS
- Account Management
- Customer Service
- Customer Support

EDUCATION

- **Intermediate**
BISE
2012
- **Matriculation**
BISE
2009

LANGUAGES

- English
- Urdu

PERSONAL INFO

Father Name: Muhammad Arshad Shakir
Date of birth: 23- November - 1992
Marital Status: Married
Nationality: Pakistan
CNIC: 32301-6335823-9
Passport No: NT1338232
Pak Driving License No32301-6335823-9#265
Religion: Islam