

## CURRICULUM VITAE

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**VISA TYPE** : Company Sponsor-NOC  
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**DRIVING LICENSE**: Qatar

### CAREER OBJECTIVE:

To have challenging position in a dynamic, reputable and progressive organization to the best of my potential in achieving short and long term goals.

### EDUCATION:

**11 Nov 2001:** Bachelor of Arts Khairpur University, Higher Education Commission Pakistan.

**01 May 1999:** Higher Secondary Education Commerce and Economics Pakistan.

### TRAINING & CERTIFICATION:

- 1. Date** : 17 November, 2024  
**Training Title** : Selling Skills & Techniques Training Course 60 Hours  
**Academy Name** : Pioneers Academy, Pioneers Group Doha, Qatar
- 2. Date** : 10 April, 2007  
**Course Title** : Post Graduation Diploma  
**Courses** : HR & Administration

### WORK EXPERIENCE:

- 1. Direct Sales Agent-Retail Banking**  
**Fusion Outsourcing Qatar (Sep 16, 2024-March 05, 2025)**
  - Achieve sales targets pertaining to personal loans, ensuring performance standard are met, in terms of business targets, control, compliance, and quality standards.
  - Capitalize on sales/ up-sales/ cross-sale efforts for assigned products based on customer profiles/needs.
  - Ensure delivery of consistent customer service experience / service delivery to the assigned customers, within the parameters set by bank.
  - Ensure timely adherence to the individual KPIs, monthly reporting, call report.
  - Making sure that assigned leads are properly handled and accurate and timely feedback is provided to the admin support team/ reporting authorities.
  - Extending coordination / sales support efforts to the existing and new customers through appropriate sales methods / propositions through incremental value-added features to the respective customer segments, as per directive receive from the team leader.
  - Contribute towards process streamlining / improvement, and quality enhancement initiatives across the section to enhance service delivery and customer experience.
- 2. Outdoor Sales Consultant - Spare Parts**  
**NBK Heavy Equipment Qatar (Nov 12, 2023-July 22, 2024)**
  - Prepare quotation, follow up on sales, process orders and organize parts delivery.
  - Checking parts pricing details, availability, weight, dimension and packaging.
  - Searching part in dealer portal of Case construction & Bomag Machinery.
  - Consulting customer on wear parts, repair parts, service parts.
  - Explaining complex technical concepts to technical and non-technical audiences.
  - Getting approval from parts manager for special price on ageing parts.
  - Monitor loss sales, non-stock parts and suggest new demand of client to inventory section.
  - Collaborate closely with logistic controller for parts arrangement by air/sea/express.
  - Conducting regular visits to customers' job sites/ fields to fulfill spare parts requirements.
  - Keeping track record for units sold and database for customers having units in operation.
  - Collecting Original LPO from customer and seeking approval from credit department.

**3. Sales Associate-Auto Lease**

**Al Khaleej Auto Car Trading Qatar (Nov 02,2022-Nov 11,2023)**

- Preparing lease contract mentioning agreed upon terms and condition, total sale value, percentage of down payment, applicable admin charges, risk fees, rate of profit, payment period.net sale value, profit amount, date of first installment.
- Submitting client financial document to evaluation team, bank statement, audit report, company credit bureau, guarantor's credit bureau, national address certificate, company car purchase request. Car dealer quotation.
- Contacting dealers' showroom to collect proforma invoice and make payments to make vehicle ready for PDI delivery.
- Preparing traffic letter / Company NOC to register car under our company name. Speaking to dealer sales person and send originals at dealer showroom.
- Achieving and surpass monthly and annually sales targets.

**4. Customer Service Agent-Transaction Banking Corporate Banking**

**Al Rayan Bank, Qatar (Jan 22,2017-June 11,2022)**

- Processing all transactional needs of customer, including salaries.
- To ensure the processing is in accordance with the laid down policies/procedures and executed within agreed TAT and Cut-off time.
- Generate monthly reports from WPS Portal.
- Preparing salary card agreement for WPS corporate clients.
- Archive delivery notes and details of person that collected Card & PIN.
- Preparing dispute form with compulsory information.
- Provide day to day consultation to branches, internal customer, various departments, with respect to in and out of remittances, SOP, compliance, anti-money laundering and local rules and regulations.

**5. Sales Advisor-Retail Sales**

**Data Select LLC Qatar (May 21,2016-Dec15,2016)**

- Following retail sales policies and processes to support store team in delivery of activities related to entire sales process.
- Building trust relationship with customer and represent the brand.
- Delivering an excellent sales experience, developing customer loyalty toward Vodafone.
- Performing assigned tasks which support the advocacy of self-service and digital-first for solving non-complicated service situations.
- Supporting store operations including with reporting, stock-taking, audit and other administrative activities.
- Contributing towards effective cross-channel collaboration.
- Educating customer on his current package plan and available value added services that can benefit customer monthly usage.
- Escalating complaint to concern department as per SOP.
- Tracking technical and billing issues and explaining customer to ensure customer retention and satisfaction

**6. Sales Advisor**

**Qatar National Import and Export Co. Doha (Nov 19,2015-May 19,2016)**

- Responsible for sales of product and services directly to the end customer by matching needs of each customer in line with retail sales standards.
- Interact directly with customers and focus on increasing sales, exceeding sales target, elevating the customer experience with Vodafone.
- Offering tailored plan to SOHO and self-employed customers.
- Supporting and educating the customer around setting up/using their device, resolving basic technical queries.
- Using communication skills to ensure effective collaboration across channels.
- Engaging with local communities and businesses for example shopping centre, events, schools and act as ambassador.

**7. Customer Service Executive-Contact Centre  
Warid Telecom (July 01,2007-May 31,2009)**

- Giving Information related to overdue Bill, payment history, value added service activation, Product information.
- Creating CRM entries to modify customer contact details, new email address P.O Box.
- Understanding client usage during call conversation and if suitable then offering change of package plan from lower to higher and getting client consent to make plan upgradation instruction into CRM.

**8. Junior Officer-Administration & HR  
BYCO Oil Refinery (Jan 08,2004-Jan 19,2006)**

- Writing log book of time office ensuring shift activities are properly written.
- Preparing monthly salary sheet for staff working hours, overtime.
- Routine inspection of security check point during night shift.
- Assisting Canteen Committee to assure hygiene standards meet by canteen contractor.
- Work closely with fire department for necessary part and equipment needed to purchase.

**9. Bookkeeper-Accounts Department  
LG Pakistan (July 18,2001-Oct 30,2003)**

- Posting all entries from company general journal to ledger account
- Reviewing all general ledger account before month end to ensure accurate summary of transaction to individual accounts are ready for chief accountant
- Posting adjusting entries at end of accounting period for accrual and deferral.
- Summarizing the closing balance of ledger account.
- Maintaining, updating, creating, securing and archive employees payroll record.
- Explaining employees on payroll matter, benefit plan and collective bargaining provisions,
- Reviewing, verify and reconcile hours worked, pay adjustments.