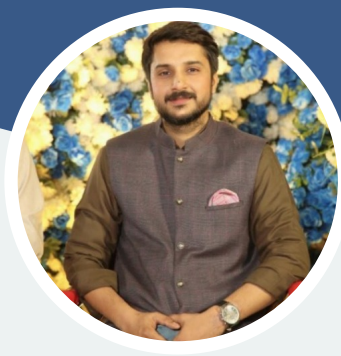


Muhammad Nadir Khan



Personal details



Muhammad Nadir Khan



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Zone 27 Doha



April 25, 1992



Pakistan



Male



Pakistani



linkedin.com/in/nadir-khan-
38866662?utm_source=share&
utm_campaign=share_via&
utm_content=profile&
utm_medium=android_app

Skills

MS OFFICE

EXCEL

basic features of computers

basics of account and finances

Customer service oriented skills

Profile

Aspiring to obtain a position as a call center representative in a dynamic environment, to handle calls for the corporation, respond to simple queries and route calls to the proper person, and improving my role as I enhance my customer service abilities and acquire knowledge about different services.

Education

Bachelors in Arts

Shah Abdul Latif University, Khairpur, Pakistan

Present

Intermediate Examination

National Govt. College, Karachi

Present

Matriculation Examination

Civil Aviation School (C.A.A 1), Karachi

Present

Employment

Customer service (canadian based)

Market Dimension (Pvt) Ltd., Karachi

Survey campaign different product.

Responsible for customer's feedback about the products,

Updating daily sheets maintaining strong ideas of clients regarding the betterment of products.

2009 - 2010

Sales Executive and Customer Care

Slash marketing

Renewal of gas and electricity contracts in UK.

Responsible for customers electric and gas issues & also managed sales targets of team.

Managing team sales targets weekly, monthly.

Maintaining sales sheets.

Strong skills of convincing clients to take our services.

2010 - 2011

Customer Care (Pakistani Telecommunication Network)

Trg (ibex global), Karachi

Recieve inbound calls from local customers and resolving their inquiries.

Making upsells on calls after delivering the best services.

Responsible for resolving customers issues on time, also delivered proper information.

Maintaining upsells targets of prepaid and postpaid connections.

2011 - 2012

Business Development Officer (Japanese, European, italian, korean etc automobiles)

ICM JAPAN, Karachi

Converting new leads into sales.

Making proper invoices for their business and for their port clearances.

Making proper quotations of cars and spare parts.

Updating their accounts on Microsoft excel properly and maintaining.

Handling shipment issues and dates and documentations.

2012 - 2013

- Ability to deal with irritate customers using excellent interpersonal-communication skills
- understands new concepts easily
- Ability to handle stress
- Reliable
- good communication skill with confidence and guaranty of work
- ability to convince peoples with logical stuffs
- Achieve targets on time.
- Maintenance and repairs
- Documentations process fixing
- Lead Generation
- Team Leadership
- Customer Relationship Management
- Negotiation Skills
- Market Research
- Sales Strategy Development
- Sales Performance Tracking
- Networking
- Time Management
- Problem-Solving Abilities
- Client Engagement Strategies
- Presentation Skills
- Customer Feedback Analysis
- Contract Management
- Effective Communication Techniques
- Contract Renewal Expertise
- Sales Target Achievement
- Stress Management
- Interpersonal Communication
- Sales Target Management
- Sales Forecasting

Business Development Officer (Japanese, German, European, italian, korean automobiles) 2013 - 2014
[AFRIDI TRADING, Karachi](#)
Converting new leads into sales.
Making proper invoices for their business and for their port clearances.
Making proper quotations of cars and spare parts.
Updating their accounts on Microsoft excel properly and maintaining.
Handling shipment issues and dates and documentations.

Manager of Sales (Japanese, German, European, italian, korean etc automobiles) 2014 - 2017
[TRD LTD, Karachi](#)
Dealing with international clients generating new sales taking care of team targets
Handling accounts, shipment issues and dates, documentations, managed sales.
Processing shipment documents, export certificates and port documents.

Business Development Officer 2017 - 2019
[MK JAPAN](#)
Responsible for generating records and data maintaining new sales and targets
Handling accounts, shipment issues and dates, documentations, managed sales.

Business Development Officer 2019 - 2021
[X-TEL](#)
Responsible for generating records and data maintaining new sales and targets
Handling accounts, shipment issues and dates, documentations, managed sales.

Maintenance Manager (USA campaign for oil and gas stations) 2021 - 2024
[BTCM \(BREAK TIME CORNER MARKET\)](#)
Aligning vendors for repairs in Gas stations.
Negotiating vendors for repairs, appointing them for proper survey and fixing.
Connecting vendors for remotely issues in gas machines and diagnosing issues.
Manage team of staff, align things. Fix issues happens in gas station, store issues and others.

Achievements

- Improved customer satisfaction ratings by 15% through strategic feedback management and team performance oversight as Business Development Officer.

Client Convincing Techniques

Data Analysis

Client Relationship Development

Languages

English I ● ● ● ● ●

Urdu ● ● ● ● ●

Hindi ● ● ● ● ●

Sindhi ● ● ● ● ●

Hobbies

■ Reading books

■ Traveling

■ Photography

■ Music

■ Cooking

■ Reading

■ Drawing