

Muhammad Nadir Khan



Personal details

 Muhammad Nadir Khan

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 AL-JAWAHARA RESIDENCE,
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 April 25, 1992

 Pakistan

 Male

 Pakistani

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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 **Present**
Shah Abdul Latif University, Khairpur, Pakistan

Intermediate Examination **Present**
National Govt. College, Karachi

Matriculation Examination **Present**
Civil Aviation School (C.A.A 1), Karachi

Employment

Customer service (canadian based) **2009 - 2010**
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.

Sales Executive and Customer Care **2010 - 2011**
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.

Customer Care (Pakistani Telecommunication Network) **2011 - 2012**
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.

Business Development Officer (Japanese, European, italian, korean etc automobiles) **2012 - 2013**
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.

Ability to deal with irritable 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