



HARIS GUL



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Khyber Pakhtunkhwa, Pakistan

Personal Detail:

- **F. Name:** Amir Gul
- **Gender:** Male
- **Nationality:** Pakistani
- **CNIC:** 16102-5536271-9
- **Marital Status:** Engaged
- **Religion:** Islam
- **Domicile:** Mardan
- **D.O.B:** 03/01/1992

Passport Detail:

- **Passport No:** EG4792713
- **Place Of Issue:** Pakistan
- **Date Of Issue:** 13/02/2023
- **Date Of Expire:** 12/02/2028
- **Visa Status:** Cashier
- **Visa Expiry:** 2 Years

About me

To associate with an organization which progresses dynamically and offer me the opportunity to update my knowledge and enhance my skills to serve the firm to the best of my efforts".

EDUCATION:

DIPLOMA IN COMUTER & TYPING (2011 TO 2012)

DIRECTORATE OF TECHNICAL EDUCATION & MANPOWER TRAINING (GOVERNMENT OF KHAHER PAKHTUNKHWA)

Civil Engineering (DAE civil) (2008 TO 2011)

NICE COLLEGE OF TECHNOLOGY (MARDAN KPK)

Matriculation (SSC) (2008)

At Govt. High School TAKHT BHAJ Mardan, Khyber Pakhtunkhwa, Pakistan

General Science Subjects including- / Chemistry/ Physics/ Biology/Math's/ English

Skills

Major Expertise Area

Level: Expert

- Strong Analyzing, Evaluation, information and Presentation Skills.
- Office Management and Administration Experience.
- Communicating and showing quick response on issues of great importance.
- Strong command on Communication skills, drafting Letters.
- Proposal Writing, Report writing, and summarizing long passage in to short and clear context.
- Experience in Human Resource Management.
- Excellent Verbal & Written English Communication Skills.
- Excellent liaison, inter-personal and general communication skills.
- Estimation of quantities for every activity in detail to estimate the resources.
- Preparing Daily, Weekly and Monthly Progress Reports.
- Prepare achievable targets for execution staff.
- Quality improvement in Technical Specifications.
- Experience in humanitarian/development environment and related field (i.e., international affairs, disaster response, information management)

Computer Courses

- Operating System (Windows 98,2000,Me, XP Professional WINDOW 8 WINDOW 10)
- Microsoft Office
- Hardware
- Internet including, in page, networking.
- One Year Computer course from NICOSE COMPUTER COLLEGE.
- Typing speed 30 words per min...

Experience

COMPANY :C&F system
DURATION SINCE JAN. 2025
DISIGNATION : Travel Agent

Duties and Responsibilities:

- *Talk with clients to determine travel needs, budgets and preferences.*
- *Sells and coordinates transportation, accommodations, insurance, tours and activities.*
- *Advises clients regarding destinations, cultures, customs, weather and activities.*
- *Collects payments, books travel arrangements and pays applicable fees.*
- *Handles travel issues, conflicts, complaints, cancelations and refunds.*
- *Conducts research on destinations and industry trends.*
- *Maintains accurate records of bookings, payments, transactions, phone calls and meetings.*
- *Contributes*
- *To agency efforts by accomplishing related tasks as needed.*

COMPANY :Celebex Communication
DURATION : MARCH 2020 TO NOV 2024
DESIGNATION : Customer Service Representative

Duties & Responsibilities:

- Deliver prepared sales talks, reading from scripts that describe products or services, in order to persuade potential customers to purchase a product or service or to make a donation.
- Contact businesses or private individuals by telephone in order to solicit sales for goods or services, or to request donations for charitable causes.
- Explain products or services and prices, and answer questions from customers.
- Obtain customer information such as name, address, and payment method, and enter orders into computers.
- Record names, addresses, purchases, and reactions of prospects contacted.
- Adjust sales scripts to better target the needs and interests of specific individuals.
- *Obtain names and telephone numbers of potential customers from sources such as telephone directories, magazine reply cards, and lists purchased from other organizations.*
- *Answer telephone calls from potential customers who have been solicited through advertisements.*
- *Telephone or write letters to respond to correspondence from customers or to follow up initial sales contacts.*

COMPANY : **All-star BPO (CHANDNI CHAWAK RAWALPINDI PANJAB PAKISTAN**
DURATION : **F E B 2018 TO FEB 2020**
DESIGNATION : **CUSTOMER SERVICE REPRESENTATIVE**

COMPANY : **YALLACOMPARE INS BROKER (Dubai)**
DURATION : **From JAN 2015 TO DEC 2018**
DISIGNATION : **SALES AGENT**

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Duties and Responsibilities:

- Researching and identifying potential customers.
- Generating leads through various channels (cold calling, email, social media,
- Establishing and maintaining positive relationships with customers.
- Understanding customer needs and requirements.
- Providing product or service information and answering questions.
- Addressing customer concerns and resolving issues.
- Maintaining accurate records of sales activities and customer interactions.
- Preparing reports on sales performance and customer data.
- Following up with customers to ensure satisfaction and build relationships
- Collaborating with other departments (e.g., marketing, customer service).
- Attending sales meetings and training sessions

Languages

- English
- Urdu
- Pashto