

UMAIR TARIQ

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Date of Birth	06/05/1992
Residence	Karachi, Pakistan

CAREER OBJECTIVE:

Dedicated Key account Executive who has worked with some of the most significant companies in the UAE with a consistent track record in achieving business goals in highly competitive markets. Specialize in identifying client needs and offering practical short-term and long-term solutions depending on the Firm policies. Familiar with the identification of prospects, cold calling, attending client meetings, account management and product demonstrations. Positive, energetic, focused and eager to further grow and develop existing business skills.

Current Work Experience:

IBEX GLOBAL - SQUARETRADE (April 2017 - Present)

Team Coach - TV Tier 2 (Tech Support).

Responsibilities:

- Ensure the CSEs designated under my team achieve their KPIs such as Troubleshooting, customer satisfaction surveys, Average handling time etc.
- Maintain maximum productivity to ensure the assigned service level (SLA) is achieved by keeping shrinkage & attrition under control.
- Coordinate with WFM to forecast staffing needs.
- Keep a track of team performance on daily, weekly and monthly basis to provide detailed reports to the higher management & the client.
- Carry out training or huddles when required to ensure maximum understanding of new processes within the team.
- Evaluate live or recorded calls on a weekly basis to ensure quality assurance & identify challenges agents may face on calls.

Past Work Experience:

1) Lactalis international UAE - (November 2014 - March 2016)

Key Account Executive

Responsibilities:

- Develop new and fresh strategies to respond to high volume client concern and meet budget guidelines.
- Analyze market needs, develop account strategies and convey to chief responsible personnel.
- Identify account distribution and resolve void issues.
- Increase account revenue and identify fresh business opportunities adhering to given budget structure.
- Recommend main lifestyles and SKU'S through presentation before clients.

2) H&G (Hitches & Glitches) FARNEK Services LLC - UAE (July 2013 - September 2014)

Key Account executive

Responsibilities:

- Develop new and fresh strategies to respond to high volume client concern and meet budget guidelines.
- Analyze market needs, develop account strategies and convey to chief responsible personnel.
- Identify account distribution and resolve void issues.
- Increase account revenue and identify fresh business opportunities adhering to a given budget structure.
- Recommend main lifestyles and SKU'S through presentation before clients.
- Maintain client relations to build excellent reputation for service for service and produce repeat business
- Develop relation between company and client following details to ensure quick response to identified problems.

3) IML Group (NOKIA) - UAE (August 2011 - May 2013)

Senior BA/VM

Responsibilities:

- Ensuring each customer receives excellent over-the-counter service and is treated with respect, resulting in a highest customer satisfaction.
- Selling targeted volume of digital devices by understanding the needs of customers.

- Providing excellent customer service and building lasting customer relationships.
- Developing a deep knowledge and understanding of the capabilities and functions of each device.
- Assisting customers with device selection by discussing and/or demonstrating products functions and benefits.
- Maintaining a strong record of guest and member files.

4) EMIRATES ISLAMIC BANK (January - August 2009)

Relationship Officer

Responsibilities:

- Called valued customers for the bank's products, covering credit cards, house finance and personal Loans .
- Executed sales process from lead generation to conversion.
- Ensured compliance with the bank's rules and policies in terms of customers dealing, servicing and ensuring satisfaction .
- Executed aggressive calling and attended leads and enquiries on a daily basis to maintain a healthy pipeline.
- Attended and prepared reports and documents for weekly and monthly sales meetings of the team.
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Strengths & Skills

- Strong consumer & product awareness, good organizational & planning skills.
- Excellent written & verbal communication, the ability to work on multiple projects at one time.
- The ability to work under pressure & to deadlines, good attention to detail & accuracy.
- Strong IT skills, good knowledge of marketing techniques.
- Self-motivation, the ability to be a team player.

Languages:

Language	Speaking	Reading	Writing
English (fluent)	✓	✓	✓
Arabic (Professional Proficiency)	✓	✓	✓
Urdu (Mother tongue)	✓	✓	✓