



# Adil Uddin

## Sales Associate

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P.E.C.H.S, Karachi, Pakistan

## Summary

I am a data analyst with a finance background, I have extensive experience in customer services and lead generation in both voice and non-voice roles along with streamlining business process workflows.

## Skills

Microsoft Office | Customer Service | Sales | Data Entry | Office Support | Written Oral and Communication | Written and Verbal Communication | Work Under Stress | Wedding Planning | Wedding Management | Wedding Coordinating | Website Consultation | Web Searching | Warehouse Control | Veterinary | Verbal Communication | VAS Support | Understanding Product | Typing Speed | Typing Skills | Transcribing | Transaction Record Management | Training | Timeliness | Time Management | Textile Experience | Telephonic Operations | Telecom Giant | Technical Understanding | Technical Proficiency | Sweeper Knowledge | Supply Chain Management | Superior Work Ethic | Students Engagement | Student Management | Student Affairs | Strong Written English Skills | Strong Excel Skills | Strong Client Relationship | Strong Computer Skills | Solid Presentation Skills | Solid Computer Skills | Solar Energy Knowledge | Social Media Skills | Selling Website Design | Selling Skills | Salesforce | Sales Support | Sales Pitch | Sales Order Management Solution | Sales Operations | Sales Management | Sales Conversion | Sales Automation | Sales Acquisition | Sales & Support | Sales | Retail Sales Experience | Report Writer | Receptionist Duties | Real-Time Bidding | Quality Packaging | Product Listing | Product Development | Problem-solving | Problem Solving | Presentation Skills | Positive Can-do Attitude | Photo Editing | Petty Cash Management | PDF | Pay Close Attention to Detail | Passion for Quality | Outstanding Time Management | Outbound Sales | Outbound Marketing | Outbound | Oral Communication Skills | Online Working | Online Lead Generation | Online Bidding | Official Tasks Handling | Official Assignments | New Business Development | Multi Tasking | MS Office | MS Excel | Microsoft Word | Microsoft Excel | Merchandising | Marketing Process | Marketing Fulfillment | Marketing Email Writing | Marketing Assessment | Market Place | Management Skills | Maintaining Computer Systems | Live Chat Support | Live Chat Handling | Listening to Customers | Listening Capacity

## Experience

Jan 2022 - Jun 2022

### Sales Associate

McLean Intelligent Workforce, Karachi, Pakistan

Helped the company by:

1. Prospecting and performing market research for client acquisition on both decision makers and companies.
2. Refined prospect list bought by the company through cold calling and cold emails to qualify prospects.
3. Setup an introductory meetings to offer insight into our appointment setting services with C list decision makers.
4. Scheduled appointments for company directors with prospective clients.

5. Scraped data off databases and reached prospects to qualify for introductory calls.
6. Wrote scripts and created email campaigns for market outreach.
7. Researched and cold called prospects from various industry segments to do a/b test for market outreach campaigns.

Jun 2021 - Dec 2021

### **Customer Service and Sales Agent**

Travelup, Karachi, Pakistan

- Assisted existing customers to find and confirm their reservations with the Hotel they booked at and provide them their hotel check in voucher.
- Assisted existing customers by sending them booking confirmation and their hotel check in voucher.
- Assisted existing customers who wanted to pay their remaining balance by sending them secured payment link or took their payment over the call.

Mar 2021 - May 2021

### **Web Chat - Customer Representative**

AT Desk Pvt Ltd, Karachi, Pakistan

Helping business with new customers:

1. By answering product queries in tickets and assisting potential customers in placing orders for them on chat.
2. By answering product queries on chat and engaging customers queries and comments on on social media.
3. By sending payment links to customers via WorldPay and processing their order on website.

Helping business with assisting existing customers:

1. By answering their order and product queries on chat.
2. By replying to their Trustpilot reviews and sending order confirmation on chat.
3. By answering product queries in Facebook comments and messages.
4. By processing their existing orders and updating delivery schedule and confirming delivery dates along with highlighting other departments on discrepancies.

Sep 2020 - Feb 2021

### **Web Chat- Administration**

Eminent4u Pvt Ltd, Karachi, Pakistan

- Helped business generate sales leads by:
  1. Generated sales leads for callback by inviting visitors on chat and alternatively also closed sales deals and activated plans on chat.
  2. Generated sales leads for callback from abandon carts and incomplete sessions.
  3. Generated sales leads by sending quotes to customers on email.
  4. Generated sales by upselling to customers.
- Helped business assist existing customers by:
  1. Helping them to login to their online account.
  2. Helping customers book their boiler service and provided service documents to them along with plan documents.
  3. Helping customers to check their level of coverage.
  4. Helping customer with upgrading or cancellation of their plans.
  5. Helped customers with product eligibility and changing their plan details as per

according to DPA and GDPR compliance.

Aug 2020 - Sep 2020

### **Customer Services**

Eminent4u Pvt Ltd, Karachi, Pakistan

- Helped the company with booking customers which was backlogged due to covid shutdown in the UK as their annual boiler service needed booking.
- Called over 150 customers for booking per day and helped the business book for November 2020.
- Assisted customers calling in the company and transferred or processed them accordingly.

Jun 2020 - Aug 2020

### **Sales Agent**

Webverge- BeForward Japan, Karachi, Pakistan

- I helped the business with developing B2B contacts in the caribbean and generated quality leads and presentation for the company.
- Helped clients manage their auction access and brokerage along with payment fees ensuring they got a fair deal and the best prices.
- Helped business get the best prices off the auction sites.

Mar 2020 - Apr 2020

### **Campaign Manager**

The Youth Republic, Karachi, Pakistan

I managed a versatile list of responsibilities including web development and content writing along with designing the event and managing response from event delegates.

Nov 2019 - Mar 2020

### **C.O.O**

The Top Tech Groups, Karachi, Pakistan

Managed a team of interns and created marketing and sales funnel for the company. Also generated leads for the company.

Sep 2016 - Jun 2017

### **TeleMarketer**

Flexsource International, Karachi, Pakistan

Worked on a donation campaign

Jan 2017 - Feb 2017

### **customer support**

Riztech, Karachi, Pakistan

Jan 2010 - Jan 2015

### **Web Marketing and Transcribing**

Freelancer.com, Karachi, Pakistan

Logo designing, web design, ui design and transcribing.

# Education

2022

**Acca Global (Self-study)**  
Bachelors in Business Administration  
ACCA

2014

**Cambridge University**  
Matriculation/O-Level , O Levels  
English, Accounts, Math, Islamiat, Urdu  
Grade: A

2013

**Cambridge University**  
Intermediate/A-Level , A Levels  
Urdu, Accounts, Business Studies  
Grade: A

# Languages

Urdu

Expert

English

Expert