**Abdul Rehman Kiyani**

It has been my earnest desire to have productive work opportunities in an esteemed Institution which can give me growth and opportunity to learn the dynamics of its industry. I want to be so committed and involved with that Institution that I can think for its growth. Well-developed interpersonal, communication and problem-solving skills, highly effective management style with exceptional ability to maintain a positive work environment and to respond to senior management and other constituencies, working well independently, in a team-oriented setting, and in a supervisory capacity.

|  |  | **EDUCATION** |
| --- | --- | --- |
|  |
| ▪  **B.Com (IT)** | | **2010** |
|  | Jinnah Institute of Informatics and commerce satellite town Rawalpindi, Pakistan. |  |
| ▪ | **I.Com (IT)** | **2007** |
|  | Raees-ul-Ahrar College of Commerce satellite town Rawalpindi Pakistan. |  |
| ▪ | **Matric** | **2005** |
|  | Mr. Cabin Public High School Rawalpindi, Pakistan |  |



**CAREER HISTORY**

* **Served in Uptown BPO**  as **Customer Sales Representative from July 2020 to May 2021**

My key responsibilities were:

* + Transcript the calls from customers
  + Maintain and update an organized agenda detailing quotas, territory analyses, and results reports
  + Achieve consistent sales over time, even in periods of change in consumer interest
  + Study sales volume and industry trends to understand how to best penetrate the market and gain consumer interest
  + Research and cold call to identify potential customers and to find out their needs
  + Encourage teamwork within the sales team and be an example to other sales professionals
  + Maintain integrity and honesty, and deal ethically with consumers no matter the situation
  + Stay current with industry trends, monitor competition, and learn merchandising techniques to improve performance
* **Served in Globex Travel Group** as **Branch Manager from June 2016 to May 2019.**
* Collaborating with company executives to determine the most viable, cost-effective approach to pursue new business opportunities.
* Accomplishes department objectives by managing staff; planning and evaluating department activities.
* Maintains staff by recruiting, selecting, orienting, and training employees.
* Ensures a safe, secure, and legal work environment.
* Coaches, counsels, and disciplines employees.
* Develops, coordinates, and enforces systems, policies, procedures, and productivity standards.
* Contributes to team effort by accomplishing related results as needed.
* **Served in Globex Travel Group** as **Head in Feeding Department from May 2014 to May 2016**

My key responsibilities were:

* Supervise the implementation of said regulations.
* Regulate the performance of Hajj and Umrah.

Grant permits for Hajj and Umrah groups based on the pertinent rules and regulations.

* Perform the secretarial duties for the permanent committee for Hajj and Umrah.

Resolve the pilgrims' complaints vis-à-vis their contractors or groups.

* Review the Hajj guidelines issued by the Saudi Kingdom and submit a report in this respect to the permanent committee for Hajj and Umrah to take the appropriate decisions.
* **Served in JS Bank**  as **BDO (Business Development Officer) from** **Sep 2013 to April 2014**

My key responsibilities were:

* Developing and sustaining solid relationships with company stakeholders and customers.
* Analyzing customer feedback data to determine whether customers are satisfied with company products and services.
* Recruiting, training, and guiding business development staff.
* Conducting market research to identify new business opportunities.

Meeting with potential investors to present company offerings and negotiate business deals.

* **Served in Pakistan Telecommunication Private Limited (PTCL)** as **Customer Services Representatives from January 2011 to August 2013**

My key responsibilities were:

* + To Provide trouble shooting, technical support, Product Information to the customers landing on Contact Center ensuring that their issues are resolved swiftly and professionally in the line with agreed service levels.
  + Maintain high level of customer satisfaction throughout the process from the 1st call to complete problem resolution
  + Register all the complaints, queries and suggestions of customers in the System, take complaints when needed and to avoid unnecessary complaint logging.
  + Attended different trainings according to campaigns

* Attended in the Shift meetings held daily by the Shift supervisors, while it is also necessary to attend any training session/ refresher course being conducted by the Management
* Making outbound calls to customers, for telemarketing/sales, Retention and customer service/satisfaction
* Providing customers with product and service information
* Up sell products and services



**SKILLS**

* Advance Ms-Office: (Microsoft Word, Power Point, Excel, Access, Outlook)
* High Aptitude for Learning new things and Courage to Survive in Challenging and dynamic Environment
* Marketing strategies and campaigns



**Achievements**

.Top Seller of the Year 2012

. Top Seller for consecutive 4 months in Uptown Bpo

. Awarded Certificate of best Student for Management

from Raees-ul-Ahrar College of Commerce satellite

town Rawalpindi Pakistan.



**CAREER INTENTIONS**

With due veneration, I wish to apply for the demanded post and look forward for your magnanimous consideration. I seek to serve in an organization where my management skills can be aggrandized in accordance with the need of time and my interpersonal skills burnished in general.

It would be a great matter of pride for me to be working for this organization, the working ethos of which have imparted not only resilience in me but also the zest to serve with the best of the abilities, I have. I hope with such professional and academic background and dedication for my profession, you will consider me as a deserving candidate for this post.



**PERSONAL DETAILS**

Nationality:

Marital Status:

Address:

Contact #:

Email:

Pakistani

Married

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**References**

Furnished upon request.