**MAHER KASHIF IDREES**

August 19, 1991 | H/No B-29 Bl-16 Mehran Apartment Gulshan-e-Iqbal, Karachi, Pakistan| 0321-2671554

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**PROFESSIONAL EXPERIENCE**

**Senior Sales Manager – eBooks | 2021- Present| Salsoft Technologies Ltd.**

* Business process re-engineering by using process redesigning model.
* Achieving growth and hitting sales targets by successfully managing the sales team
* Designing and implementing a strategic sales plan that expands company’s customer base and ensure its strong presence
* Managing recruiting, objectives setting, coaching and performance monitoring of sales representatives
* Achieve growth and hit sales targets by successfully managing the sales team
* Design and implement a strategic business plan that expands company’s customer base and ensure its strong presence
* Own recruiting, objectives setting, coaching and performance monitoring of sales representatives
* Build and promote strong, long-lasting customer relationships by partnering with them and understanding their needs
* Present sales, revenue and expenses reports and realistic forecasts to the management team
* Identify emerging markets and market shifts while being fully aware of new products and competition status

**Past Experience**

* Ibex (CSE Operations – Walmart) | 2021
  + Maintaining a positive, empathetic, and professional attitude toward customers at all times.
  + Responding promptly to customer inquiries.
  + Communicating with customers through various channels.
  + Acknowledging and resolving customer complaints.
  + Knowing our products inside and out so that you can answer questions.
  + Processing orders, forms, applications, and requests.
  + Keeping records of customer interactions, transactions, comments, and complaints.
  + Communicating and coordinating with colleagues as necessary.
  + Providing feedback on the efficiency of the customer service process.
  + Managing a team of junior customer service representatives.
  + Ensure customer satisfaction and provide professional customer support.
* Tribe Consulting Pvt. Ltd (**Associate Manager Operations\ CSE - PJP**) | 2018-2020
  + Initiate and envision the processes for monitoring.
  + Introducing changes to ensure elevation of the employees.
  + Delivering projects by using software such as salesforce, cisco systems and solutions.
  + Work closely with sales leadership and sales executives on building pipeline, pipeline movements, and progress towards quarterly and annual targets.
  + Provide inspired leadership for the organization.
  + Resolve product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution
  + Maintain financial accounts by processing customer adjustments
  + Prepare product or service reports by collecting and analyzing customer information
  + Contribute to team effort by accomplishing related results as needed
  + Manage large amounts of incoming calls
  + Identify and assess customers' needs to achieve satisfaction
  + Build sustainable relationships of trust through open and interactive communication
  + Provide accurate, valid and complete information by using the right methods/tools
  + Meet personal/team sales targets and call handling quotas
  + Handle complaints provide appropriate solutions and alternatives within the time limits and follow up to ensure resolution.
  + Keep records of customer interactions, process customer accounts and file documents
  + Follow communication procedures, guidelines, and policies
  + Go the extra mile to engage customers
  + Resolve customer complaints via phone, email, mail or social media
* Salsoft Technologies (**Sales & Support Executive**) | 2018
  + Provide inspired leadership for the organization.
  + Provide troubleshooting assistance for customer orders, account statuses and relevant problems
  + Provide data and guides to help the sales team
  + Develop and monitor performance indicators
  + Manage sales tracking tools and report on important information
  + Keep record of sales trends
  + Liaise with account managers to develop specific sales strategies
  + Stay up to date with new product and feature launches and ensure sales team is on board
  + Review pending orders and specific customers’ requests to ensure excellent customer service and customer experience
  + Suggest sales process improvements
* Axact House (**Sales & Support Manager**) | 2017-2018
  + Provide inspired leadership for the organization.
  + Provide troubleshooting assistance for customer orders, account statuses and relevant problems
  + Provide data and guides to help the sales team
  + Develop and monitor performance indicators
  + Manage sales tracking tools and report on important information
  + Keep record of sales trends
  + Liaise with account managers to develop specific sales strategies
  + Stay up to date with new product and feature launches and ensure sales team is on board
  + Review pending orders and specific customers’ requests to ensure excellent customer service and customer experience
  + Suggest sales process improvements
  + Introduce changes and new programs to ensure thriving business.
* IBEX Global (OLX - CSE) | 2016-2017
  + Interpret and implement quality assurance standards
  + Maintaining a positive, empathetic and professional attitude toward customers at all times.
  + Responding promptly to customer inquiries.
  + Communicating with customers through various channels.
  + Acknowledging and resolving customer complaints.
  + Knowing our products inside and out so that you can answer questions.
  + Processing orders, forms, applications, and requests.
  + Keeping records of customer interactions, transactions, comments and complaints.
  + Communicating and coordinating with colleagues as necessary.
  + Providing feedback on the efficiency of the customer service process.
  + Managing a team of junior customer service representatives.
  + Ensure customer satisfaction and provide professional customer support.
* IBEX Global (AT&T -CSE) | 2013-2014
* Assessment of screen and on-going programs.
* Delivering a comprehensive service to enquiring customers
* Possibly delegating certain customer enquiries to specific teams
* Managing incoming calls and emails
* Managing customers’ accounts
* Keeping a record of customer interaction and details of actions taken
* Communicating with internal teams to discuss sales targets
* Generating sales leads, building sustainable relationships where necessary
* Reporting back on results
* Medlink BPO Pvt. Ltd. (Team Lead Customer Services) |2013
* Supports team manager and performs management duties when manager is absent or out of office
* Manages inventories and stock, including keeping detailed records of inventory use and sales, and advising management on ordering where necessary
* Provides encouragement to team members, including communicating team goals and identifying areas for new training or skill checks
* Assists management with hiring processes and new team member training
* Answers team member questions, helps with team member problems, and oversees team member work for quality and guideline compliance
* Communicates deadlines and sales goals to team members
* Develops strategies to promote team member adherence to company regulations and performance goals
* Conducts team meetings to update members on best practices and continuing expectations
* Generates and shares comprehensive and detailed reports about team performance, mission-related objectives, and deadlines
* Ensures company brand materials and physical working spaces meet and exceed company presentation standards
* Provides quality customer service, including interacting with customers, answering customer enquiries, and effectively handling customer complaints
* Pak Linkers (Customer Clearing Agent) | 2012-2013
* Solving the queries for customers.
* Handle the day to day customs clearance operations of the department
* Maintain proactive inter-departmental coordination, to process the shipments on time
* Customer service - Attend and reply to client queries and proactively update them on the status of their shipments
* Proper co-ordination with Shipping Lines, Transporters, customs and Customers for timely collection and dispatch of shipments
* Ensure that all relevant systems are used correctly for all jobs / shipments, all jobs are invoiced and closed within the specified time frame
* CHB process follow up with brokers.
* Follow up on truckers till shipments arrival at client premises/ports.
* Ports and shipping line payments for VAS shipments and reconciling same with finance with no tolerance or delay.
* Customer service reporting and daily interaction with customers.
* CSO daily interaction for SLIs (initial /finals).
* VAS shipments invoicing & Outstanding follow up and cash collection
* **Outsource Solutions Pvt. Ltd. (Call Center Agent) |** 2012
* Answering or making calls to clients to learn about and address their needs, complaints, or other issues with products or services.
* Responding efficiently and accurately to callers, explaining possible solutions, and ensuring that clients feel supported and valued.
* Engaging in active listening with callers, confirming or clarifying information and diffusing angry clients, as needed.
* Building lasting relationships with clients and other call center team members based on trust and reliability.
* Utilizing software, databases, scripts, and tools appropriately.
* Understanding and striving to meet or exceed call center metrics while providing excellent consistent customer service.
* Making sales or recommendations for products or services that may better suit client needs.
* Taking part in training and other learning opportunities to expand knowledge of company and position.
* Adhering to all company policies and procedures.
* **Media One (Marketing Executive) |** 2011
* Content Development
* Conceive and develop efficient and intuitive marketing strategies
* Organize and oversee advertising/communication campaigns (social media, TV etc.), exhibitions and promotional events
* Conduct market research and analysis to evaluate trends, brand awareness and competition ventures
* Initiate and control surveys to assess customer requirements and dedication
* Write copy for diverse marketing distributions (brochures, press releases, website material etc.)
* Maintain relationships with media vendors and publishers to ensure collaboration in promotional activities
* Monitor progress of campaigns using various metrics and submit reports of performance
* Collaborate with managers in preparing budgets and monitoring expense

**EDUCATION**

**Bahria University, Karachi Pakistan**

**Bachelor of Business Administration, HRM | 2010 – 2014**

**Govt. Boys Degree College, Karachi Pakistan**

**Higher Secondary School Certificate | 2008 – 2010**

**Happy Home School**

**Secondary School Certificate | 1995 – 2008**

**SKILLS**

* Team Management
* Event Management
* Project Management
* Presentation Skills
* Communication Skills
* Analytical & Planning Skills
* Interpersonal Skills/ Business Communication
* Initiation
* Quick learner
* Team Player Attitude
* Creativity
* Leadership
* Persuading
* MS Office

**Personal Information**

DATE OF BIRTH: 19.08.1993

NATIONALITY: Pakistani

ADDRESS: B-29 Mehran Apartments Bl-16 Gulshan-e-Iqbal Karachi Pakistan

**REFERENCES**

Upon Request