

HASSAAN AHMED

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Profile

Goal-oriented sales & customer service manager with an overall experience of 10+ years having 98% favorable customer reviews. Seeking to use proven telesales skills for the company growth & to raise customer satisfaction. A Quick learner, Problem solver & having good human relation skills.

Work Experience

Customer Service & Production Manager

Jul 2015 till date

Quality Punch (Habib Group of Companies)

- Ensures and provides quality service to both internal and external customers.
- Manage large amount incoming calls and emails.
- Manage & resolve customer's concerns & all technical related queries.
- Identify and access customers' needs to achieve satisfaction.
- Provide appropriate solutions of the problems to the customers' & to the team.
- Follow up to ensure the resolution.
- QC checking on the revisions and new orders.
- Handle returns or complaints.
- Taking care of any communication hurdle in the organization.
- Listen to customer's questions and concerns, and provide answers or responses.
- To make sure that the orders or files are out on time.

International Sales Executive

Apr 2012 till Jul 2015

Quality Punch (Habib Group of Companies)

- To identify business opportunities by evaluating prospects and their positions, researching and analyzing sales option
- To maintain long term relationships with clients & keep getting new orders on regular basis.
- Achieving monthly sales individual & team targets.
- Contributes to team effort by accomplishing related results as needed.

Sales & Customer Support Executive

Apr 2009 till Mar 2012

Wise Mind Corporation

- To generate new leads & to make sure that a generated lead is confirmed.
- To be ready to assist any client in crisis.
- To resolve all complaints of customers.

Portfolio

- <http://khasenterprises.com/>
- <http://depictingdesigns.com/>

Education

Advance Diploma in Software Engineering.

Nov 2016 till Nov 2019

APTECH Pakistan

3 years Aptech Certified Computer Professional program.

BSC Computer Science

Currently Enrolled

University of Karachi

B.Sc. (Computer Science, 2 years program from Govt. degree college Malir Cantt affiliated with University of Karachi.

HSC Science (Pre Engineering)

2012

Govt. degree boys college Gulistan-e-Johar

HSC Science(Pre-Engineering) from board of intermediate Education Karachi, Sindh.

SSC Science (Computer Science)

2008

Public School & College Sir Syed Town

SSC Science (Computer Science) from board of Secondary Education Karachi, Sindh.

Certifications

AEO (Australian Education Office)

Cleared IELTS from AEO Pakistan with an overall score of **6 bands**.

Computer Skills & Tools

- Microsoft Windows
- Microsoft Office
- Adobe Photoshop
- Adobe Illustrator
- Adobe Dreamweaver
- Visual Studio
- Html & CSS
- Bootstrap
- PHP