**ALISTER LUCAS**

**Address:** Al Kamal Plaza, Garden East, Karachi.

**Mobile #:** 0331-2160618, 0346-2651098

**Email:** alisterlucas25@gmail.com/alisterlucas55@gmail.com

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Well presented and pleasant personality Customer Sales Executive with more than 5 years’ experience of working and providing exceptional customer service to the clients. Performing extremely well in selling the targeted products to International customers. Computer literate, good at multi-tasking and working under pressure, team player and share good rapport with the senior as well as junior staff.

**Areas of Expertise**

## Good Communication skills, Customer dealing, Product Selling, Time management, Record maintaining

**SKILLS**

* Proficient in MS Office applications (Outlook, Word, Excel, PowerPoint).
* Graphic Design (Adobe Photoshop, Adobe Illustrator, Adobe Indesign)
* Web Designing (Adobe Photoshop, Adobe Flash, Adobe Dreamweaver).
* Internet browsing.

**ABILITIES**

* Driven to learn-apply new Ideas.
* Dedicated and self-motivated.
* Good Communication Skills and Presentation Skills
* Research and Analytical Skills
* Good Leadership and Team Management skills

**EDUCATION**

* **Hotel Management Diploma** Pakistan Institute of Tourism and Hotel Management (PITHM) (2017)

Front office, HR management, Sales and Marketing, Customer relationship management, Event management, Hotel management, Food costing, Bakery, Food production, Food service, Hotel Accounting, Housekeeping.

* **Bachelors of Commerce**

University Of Karachi (Private) (In Progress)

* **Intermediate**

Islamic Govt. Arts and Commerce College 2011

* **Matriculation**

St Lawrence Boy’s School 2008

# PROFESSIONAL EXPERIENCE

# Call Genics

# Sale Executive (February 10th 2020 – April 13th 2022)

# Responsibilities:

* Inbound residential and business calls.
* Accomplish targets on daily basis.
* Selling different service products over the phone like Landlines, Broadband internet, Cable and Mobile.
* Making sales records daily.

# IBEX GLOBAL / TRG Marketing

Sales Executive at **DSG** (July 31st 2018 – September 30th 2019)

# Responsibilities:

* Inbound residential and business calls.
* Accomplish targets on daily basis.
* Selling different service products over the phone like Landlines, Broadband internet, Cable and Home security.
* Transferring interested customers to ADT and Vivint for Home security.
* Obtain complete and proper details prior to responding to any query.
* Generating business valid sale leads.

# TWILIGHT CONNECTION CO

# Supervisor (May 1st 2016 – 31st August 2017)

# Responsibilities:

* + Human Resource (Recruiting the staff, Making the Pay Roll, Conducting Exit Interviews).
  + Approaching new clients for telemarketing.
  + Training new agents about the campaign.
  + Administration (Managing the Network, installation of new devices, computers, bills payments)
  + Managing the team and the Floor.
  + Marketing (approaching domestic and international clients to provide services).

# IBEX GLOBAL / TRG Marketing

Sales Executive at **AT&T** (April 6th 2015 – February 18th 2016)

# Responsibilities:

* + Call International Business customers in US.
  + Accomplish targets on weekly basis.
  + Update the sale records for further assessment.
  + Provide guidance to Junior/ Fresh colleagues.
  + Coordinate with Supervisor and Manager to assist the Customers.
  + Maintain calm and composed demeanor with the customer at all times.
  + Obtain complete and proper details prior to responding to any query.
  + Follow up with the customer to ensure the problem is resolved.
  + Daily / Monthly reporting and Maintenance of all Documentation.
  + Selling different service products over the phone like Landlines, Broadband internet, Cell phones, Hotspot device, etc.
* **IBEX GLOBAL / TRG Marketing**

Sales Executive at **AT&T** (September 24th 2012 – January 16th 2014)

**Responsibilities:**

* + Call International Business customers in US.
  + Accomplish targets on weekly basis.
  + Coordinate with Supervisor and Manager to assist the Customers.
  + Maintain calm and composed demeanor with the customer at all times.
  + Obtain complete and proper details prior to responding to any query.
  + Follow up with the customer to ensure the problem is resolved.
  + Daily / Monthly reporting and Maintenance of all Documentation.
  + Selling different service products over the phone like Landlines, Broadband internet, Cell phones, Hotspot Device, etc

**PERSONAL INFORMATION**

**Father's Name**: Ernest Lucas

**Marital Status**: Single

**Date of Birth:** June 5th 1991

**CNIC Number**: 42201-4581440-7

**REFERENCES**

Will be furnished upon request.