



## Contact

### Phone

03359563797

### Email

rafayengineers3@gmail.com

### Address

House No P-1250 Kartarpura  
Rwp

## Education

2014

**B.COM**

PUNJAB UNIVERSITY

## Expertise

Client Support  
Customer support specialist  
Onboarding Specialist  
Sales Associate  
Product Specialist

## Language

English

# RAFAY AMJAD

## Account Manager

I am in charge of making sure each department meets the needs of their clients and customers. handle customer complaints, find solutions to their issues, and maintain a positive relationship between both parties for future business ventures.

## Experience

**2017-2018**

MUBICARE PHARMA

### Territory Manager

I was responsible for developing and implementing sales strategies to grow the territory, developing and maintaining relationships with existing and potential customers and managing sales processes of the assigned territory.

**2019-2021**

UFONE ISLAMABAD

### Customer Support Specialist

- Interacts with customers via telephone, email, online chat, or in person to provide support and information on an assigned product or service.
- Ensures that appropriate actions are taken to resolve customers problems and concerns.
- Maintains customer accounts and records of customer interactions with details of inquiries, complaints, or comments.
- Uses knowledge of a specific product, service, or other assigned area of expertise to answer inquiries or to forward to the appropriate staff.
- Performs other related duties as assigned

**2019-2021**

MTBC RAWALPINDI

### Patient Support Associate

- Update and verify patient information
- Assist patients with filling out patient history forms, consent forms and payment contract forms
- Receive and process cash and credit card payments
- Review patient accounts, identify delinquent accounts and collect overdue payments
- Answer, investigate and/or direct patient inquiries or complaints to the appropriate managers

**2021-2022**

ICROWD NEWSWIRE

### Account Manager Sales

- Manage a portfolio of accounts to achieve long-term success
- Develop positive relationships with clients
- Act as the point of contact and handle customers' individual needs
- Generate new business using existing and potential customer networks
- Resolve conflicts and provide solutions to customers in a timely manner
- Supervise account representatives to ensure sales increase

**2022- Present**

MOTIVE (KEEPTRUCKIN)

### Account Manager Innovation

My role is to differentiates the unprofitable customers from those that are not only profitable but align with the company's vision for the future. Building these relationships is crucial if the company's business model is to grow and become stronger