


# ALISHA MINHAS

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 Plot C-11, Lane 1, DHA Phase 6 Karachi, 75500

## CAREER OBJECTIVE

A highly dedicated individual with the ability to communicate job expectations to employees on a regular basis. Seeking a management position to utilize my expertise in boosting productivity and performance in an organization.

## EXPERIENCE

### Sales Associate Manager

*Motive - Keeptruckin*

*Feb 2022 - Dec 2022*

- Create and execute a strategic sales plan that expands our customer base.
- Recruit sales representatives, set objectives, train and coach them, and monitor their performance.
- Meet the quarterly quota consistently.
- Improve management processes and implement best practices for the team.
- Giving workshops to enhance customer service and quality control.
- Manage team KPIs and perform half yearly and yearly reviews of the team.

### Lead Manager Operations

*Ibex Global, Karachi*

*Jul 2021 - Feb 2022*

- Coordinated with operations staff to resolve service problems and boost client satisfaction
- Established performance and service goals and held associates accountable for individual performance
- Improving operational management systems, processes and best practices, formulate strategic and operational objectives
- Find ways to increase quality of customer service, perform quality controls and monitor production KPIs

### Team Coach

*Ibex Global, Karachi*

*May 2018 - Jun 2021*

- Working with international clients (Square Trade, fuboTV and Walmart) to provide best customer service to their customers
- Implementation of programs and training strategies, which bolstered individual and team performance.
- Evaluated individual knowledge, skills, and strengths and assigned team positions to maximize improvement areas
- Conferred with customers about concerns with products or services to resolve problems and drive sales.

## **Customer Service Representative**

*Ibex Global, Karachi*

*Feb 2017 - Apr 2018*

- Confer with customers by telephone or in person to provide information about products or services, take or enter orders, cancel accounts, or obtain details of complaints.
- Provided primary customer support to internal and external customers in a fast-paced environment.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns
- Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken.

## **Receptionist/Administrator**

*Pfizer Pakistan Limited*

*Aug 2016 - Dec 2016*

- Answered telephone calls to field inquiries from clients, vendors and various other callers seeking information.
- Corresponded with clients through email, telephone or postal mail.
- Answered incoming calls on high-volume, multi-line phone switchboard and pleasantly transferred callers to appropriate personnel.

## **EDUCATION**

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- Karachi University - *Bachelors of Arts (B.A.)*
- Shaheed-e-Millat College - *Pre-Engineering*
- Sadequain Academy Secondary School - *Computer Science*

## **ADDITIONAL SKILLS**

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- People Management
- Critical Thinking
- Leadership Skills
- Performance Improvement
- Communication Skills
- MS Excel, Powerpoint