

Hafiz Muhammad Ibrahim

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Address: House No:120 Bostan e Raza Model Colony Malir Krachi

Date of Birth: 09th October 1998

Career Objective

Aimed to excel in Customer support, operations, and sales, seeking a challenging opportunity where I will be able to utilize my strong organizational skills to the best of my ability.

Summary

An energetic and enthusiastic qualified professional with experience in customer care and operations. Well-equipped to succeed in today's competitive business environment. Good communication skills, a team player and like to work in diverse cultural environment.

Work Experience

Forland Motors – Sales Executive

Jul 2020 – Jan 2023

- Explain vehicle features to customer
- Answering Customer queries
- Arranging Test Drives for customer
- Auto financing clients
- Payment plans for purchase of automotive
- Dealing with individual and bulk buyers
- Explaining warranties of product
- Assessing customer demand and requirements
- Presentation of trucks and cars
- Sales target and reporting to Sales Manager
- Business development
- Product Promotions and new launches
- Offers promotions discounts to customers
- Generating Sales
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Jamia Darul Uloom – Customer Care Representative

Mar 2019 – Jun 2020

- Resolve customer complaints via phone and email
- Answering queries related to Faculties
- Inform customers about new promotions and educational events
- Compile reports on overall performance
- Responding to customer queries in timely manner and resolving issues

- Reporting to customer services Manager about the daily log of queries
- Dealing with internal as well as external customer
- Maintaining records of customer inquiries and responses
- Checking on KPIs achievement

Media Monitors – Sales & Executive Supervisor

Mar 2017 – Feb 2019

- Business Development for products
- Explaining product details to customers
- Understanding customer needs
- Analyzing customer feedback and forwarding it to product development team
- Obtaining approval from higher management to accommodate customer requests
- Meeting Sales Targets
- Customer meetings and Cold calling for new business opportunities
- Replying to aftersales customer queries

Dynamic Models – Sales and Customer Support

May 2014 – Nov 2016

- Receiving customer requisitions for aircraft and helicopter models
- Prepare product for shipping
- Ensure right product is delivered to customers
- Tracking orders and logging delivery records
- Making sure inventory availability to serve orders
- Notifying damaged inventory
- Maintain records of purchases and pricing
- Keep record of invoices and making report of payment collection
- Training store staff in product dating
- Create procedures to eliminate wastages
- Safe transport of products

Qualifications

Qualification	Year	Institution/Board
BBA (Bachelor of Business Administration)	2017	KIMS University (Continue)
Intermediate/High School (Commerce)	2016	Board of Intermediate Education Karachi
Matriculation (Science)	2014	Board of Secondary Education Karachi

Training & Courses

- **Ms Office** (Excel, Word, PowerPoint)
- **CIT** (Computer information Technology) Course

Languages

- English - Good
- Arabic - Basic
- Urdu/Hindi – Proficient

Competencies

- Effective communication
- Typing Speed (40wpm)
- Expert in Excel
- Attractive Presentation on Power Point
- Self-motivated
- Team player
- Problem solving
- Attention to details