



Muhammad Saad

I AM GOING TO TOUCH THE FINISHING LINE COME
RAIN OR SHINE. " MS."

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A results-oriented Marketer, Sales Executive, and Customer Support Representative with 11 years of experience in using effective marketing solutions to drive sales growth and boost client brand equity. Plans and supervises overall marketing strategy across various platforms. Specializes in project implementation and management.

Educational Background

University of Karachi

Karachi

Bachelor's Degree in Commerce

Premier College

Karachi

Intermediate in Commerce

Dehli Boys School

Karachi

Matriculation in Computer Science

Work Experience

Business Development Executive | Customer Service Representative

Ibex (Square Trade)

Square Trade is an American extended warranty service provider for consumer electronics and appliances.

November 2022 to Present

- Assists U.S., U.K., and Canadian-based customers with the issue they face with their major appliances through calls and emails.
- Assigns technician for diagnostic truck rolls and repair truck rolls.
- Dropships recommended parts by the technician to the customer's address to complete the repair.
- Provide customers with replacement if the appliance is beyond repair.

Sales | Marketing Representative & Customer Service Representative

Star Revolution (K.L Malaysia)

Star Revolution is an emerging company in Agro Industries.

July 2022 to September 2022

- Deliberated and executed advertising and marketing techniques that raised business profit.
- Looks after-sales thru calls via digital meetings and bodily conferences.
- Carrying out market research on rival products.
- Manages Imports and exports of the company.

Sales Executive | Litigation Officer | Negotiation Officer | Customer Service Representative

Appedology (Medical Lien Management)

Medical Lien Management helps clients get paid their outstanding whether it's through out-of-court collection efforts or the additional litigation that is required before the WCAB.

November 2020 to March 2022

- Negotiate with Attorneys on medical bills in California.
- Successfully achieves more than \$30k on monthly basis.
- Closely work with different American insurance companies on worker's compensation cases.
- Recovers client's outstanding lien medical bills through litigation by email faxes calls and u.s mail.
- Attends court hearings virtually and recovers clients' outstanding lien medical bills through litigation with insurance attorneys.

Skills & Proficiencies

Interpersonal Skills

- Listening
- Communicating
- Time Management
- Leading
- Motivating
- Responsibility
- Teamwork
- Problem-solving

MS Office Skills

- MS Excel
- MS Power Point
- MS Word

Software

- Salesforce
- Service Power

Languages

Urdu | Hindi | English | Malay

Customer Support Executive

Ibex. (foodpanda)

Foodpanda is an online food and grocery delivery platform owned by Berlin-based Delivery Hero.

May 2020 to October 2020

- Worked as a customer support executive in foodpanda international campaign.
- Resolves customer inquiries by call and live chats through social media platforms.
- Make changes in order, and cancel the order, on customer demand according to the company SOPs.
- Works on fraud customers and free voucher seeker customers and reports them to higher management.

Restaurant Manager

Harmain Restaurant

A scrumptious array of decadent traditional cuisine.

December 2017 to December 2019

- Manage all the employees and assign duties to them.
- Analysis of weekly reports and Monthly performance for business growth.
- Make sure quality and quantity are maintained as per the standards
- Takes hurdles on daily basis to groom the staff daily.

Sales | Marketing Representative & Customer Service Representative

Mayet Industries (Zubair Electronics Z.E)

The company is leveraging the latest technologies to help businesses and communities improve efficiency, reduce costs, and protect the environment

January 2014 to November 2019

- Served 5 years as a Sales and Marketing Character.
- Planned and executed marketing strategies that raised business profit.
- Builds new customers every day.
- Maintains good relationships with old customers.
- Looks after sales through calls by virtual meetings and physical meetings
- Looks after sales and make sure customer gets great customer service for goods which has been sold.

Sales Person

Imran Garments

Deals in Baby Clothing Infant Wear, and Boy's Clothing Wholesale & Manufacturers.

November 2012 to December 2013

- Work as a salesperson and business promoter.
- Assists every customer with clothes.
- Suggest customer best-fit clothes sizes.
- Creates good relationships with customers