



Naseer Ali Awan "Sales - Marketing - Hospitality"

📍 Istanbul, Turkey ✉ alynaseer10@gmail.com ☎ +90 543 164 06 67 📅 23.06.1994 🇵🇰 Pakistani
🔗 Single

I've got proven leadership skills and 5 years of customer services & sales management experience with great time management. Experienced Manager with a demonstrated history of working in the Health care, software, marketing and customer care industry. Skilled in Sales, Communication, Strategy, Research, and English. Graduated from Karachi University. Advanced communication skills and analytical crisis management. Positively motivator for employee.

Professional Experience

06.2022 – present
Istanbul, Turkey

International Plus, Senior Medical Advisor

As a Senior Medical Consultant, I provide information that needs treatments such as oral aesthetics/dental/bariatric/hair transplant/eye surgeries from all over the world. I operate the integrations between the customer and the healthcare provider by communicating the assembly. Apart from selling through the training of treatments, I also provide psychological support for their health care.

- handling a wide variety of cases
- Introductory and consultancy session for clients about all treatment plans
- Follow from initial days till the end and after the surgery
- Maintaining the sheets, information about the clients
- Achieve 25k Euro monthly

12.2021 – present
Gebze, Turkey

BTsols, Sales Representative (Upsell)

- Maintained high standards of customer service by answering pricing, availability, use, and credit questions accurately.
- Oversee sales forecasting, goal setting, and performance reporting for all accounts.
- Attracted new clientele and developed customer relationships by hosting product-focused events.
- Handled all customer relations issues pleasantly, enabling quick resolution and client satisfaction.

08.2021 – 12.2021
Karachi, Pakistan

Salsoft Technologies, Customer support executive

- Cater the quires related to their projects
- Retain the customers on behalf of sales team
- Leading the tracks of every customer's project
- Satisfactory calls from customer support department to make sure them if they are facing any hassle or trouble during their project

- Looking after for customer's project with the coordination of project manager after retaining the client.

04.2021 – 08.2021

Karachi, Pakistan

Mclean Intelligence Work Force (MIW), Sales Associate

- Generate potential and relevant leads and then convert them into business partners
- Cold calling and email marketing process.
- Responsible of 2 different campaigns at a same time.
- Business development approach by email and LinkedIn process.

2019 – 2021

Karachi, Pakistan

PTC (Pakistan tobacco company), Business Development Executive

- Develop and implement strategies for on ground customers.
- One on one engagement with customers to give the knowledge about the product.
- Lead the team in the absence of team leader.

2017 – 2019

Karchi, Pakistan

Foodpanda PK, Shift Lead Customer Services

- Lead the team to ensure the department is operating in an efficient, safe and legal manner.
- Liaising with customers and addressing issue they may raise.
- Monitoring actively engage/converse with new existing and new potential customers.
- Participating in training of new staff.

2015 – 2017

Karachi, Pakistan

Karachi Boat Club (K.B.C), Ass. Bar supervisor

- Daily inventory report.
- Audit weekly & monthly reports.
- Manage Q/A internal emails.

Languages

English (IELTS 8.5)

Urdu

Turkish

Skills

Leadership

Crisis Management

Communacation skills

Customer service

Organization

CRM

Sales Management

Zendesk

Certificates

Advance Tourism & Hotel Management. (Diploma)

Senior Medical Advisor (International Plus)

Education

09.2015 – 06.2018
Karachi, Pakistan

University of Karachi, Bachelors in International Relations
Bachelor Degree

2018
Karachi, Pakistan

Aisha Bawany Govt. Science Collage, Intermediate

2015
Karachi, Pakistan

Al-Rehman School, Matriculation

Interests

Reading About History

Playing outdoor games (i.e. football & cricket)

Cycling

References

Yasemin Akkuş, *HR Coordinator*, International Plus