

# Muhammad Muneeb

## Sales And Support Specialist | 13+ Years Experience

Highly experienced Sales & Customer Support Specialist with a proven track record in call center operations, client relations, and sales. Eager to drive enhanced performance, exceptional customer engagement, and expert service in your esteemed organization. Customer-centric and results-driven, I'm committed to achieving excellence and fostering growth. Adaptable, resourceful, and a strong team player, I excel in dynamic environments, ensuring maximum customer satisfaction. My goal-oriented, detail-oriented approach empowers sales growth, client retention, and conflict resolution with strategic thinking and proactive solutions.

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## WORK EXPERIENCE

### Sales Operations Supervisor Xyzies Pakistan

04/2019 - Present

Karachi, Pakistan

#### Achievements & Tasks

- Collaborated with higher management to strategize agent efficiency enhancements, achieving a remarkable 60% close ratio, showcasing strategic thinking and sales expertise.
- Assisted floor manager in maintaining marketing costs under \$60 per unit, leveraging analytical abilities and financial acumen through monthly performance and daily conversion reports.
- Facilitated live sessions to bolster quality assurance team and floor supervisors, achieving exceptional 95% quality rate, showcasing teamwork and continuous improvement.

### Operations Supervisor Ibex Pakistan

07/2016 - 03/2019

Karachi, Pakistan

#### Achievements & Tasks

- Demonstrated adept leadership by supervising a team of 25+ sales executives, employing effective communication and dynamic interpersonal skills.
- Spearheaded a successful 15% sales growth through the implementation of innovative sales and customer service strategies.
- Maintained exceptional 90%+ quality levels by delivering timely feedback and coaching, showcasing a commitment to excellence and performance enhancement.

### Sales & Purchase Manager Umar Motors South Africa

12/2010 - 05/2016

Durban, South Africa

#### Achievements & Tasks

- Successfully achieved an impressive 50% increase in sales through strategic initiatives and effective sales management techniques.
- Demonstrated expertise in overseeing sales teams, cultivating fruitful client relationships, and managing inventory to maximize sales opportunities and profit margins.
- Utilized data-driven insights and market analysis to make strategic purchasing decisions, ensuring a well-stocked inventory and meeting customer demands efficiently.

## SKILLS

Customer Experience

Leadership Potential

Interpersonal Skills

MS Excel Professional

Communication Skills

Flexible & Adaptable

Analytical Skills

Time Management

Sales Management

Training & Development

## PERSONAL PROJECTS

### Onboarding Excellence Program - Ibex Pakistan (01/2017 - 06/2017)

- The program's primary objective is to equip these agents with the necessary skills, knowledge, and resources to excel in their job responsibilities and deliver exceptional Performance

### Advanced Product Training - Xyzies Pakistan (11/2022 - 02/2023)

- Led comprehensive product training program enhancing team proficiency, resulting in improved customer satisfaction and increased sales performance by 15%.

## EDUCATION

### Bachelor's of Engineering Usman Institute of Technology

06/2005 - 03/2009

Karachi, Pakistan

## AWARDS

### Employee of the Month (02/2017 - 03/2017)

Ibex Global

### Amazing Supervisor Overall (01/2022 - 06/2022)

Xyzies Pakistan

## INTERESTS

Travelling

Cruising

Casual Music

Cooking