



IRFAN UD DIN

CUSTOMER SERVICE
EXECUTIVE

About Me

To be on a challenging position in a dynamic organization to provide services in managing training and educating sales staff from the point of their initial hiring and on a continuous, ongoing basis to develop and implement training and professional development programs to uplift the overall target achievements of team.

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House # 114 line # 3 New
Chakra, Rawalpindi

Language

- English
- Urdu
- Pashto

Expertise

- Management Skills
- Communication Skills
- Design effective training programs
- coaching skills
- Negotiation
- Critical Thinking
- Leadership

WORK Experience

Python Leads. (Sales Team Lead & Trainer)

Islamabd- PAKISTAN

OCT- 2022-2023

- Coordinating sales operations and implementing sales techniques
- Liaise with managers to determine training needs and schedule training sessions
- Design effective training programs
- Oversee & manage the team and guided them to achieving targets.
- Conduct seminars, workshops, individual training sessions etc.
- Prepare educational material such as module summaries, videos etc.
- Support and mentor new employees
- Conducting the Training sessions for the newly recruited employees.
- Providing the product knowledge and the way to communicate with the customers

NEX COURIER

ABU DHABI- UAE

APRIL 2022- OCT 2022

- managing goods in the warehouse at all stages.
- moving goods into the warehouse, preserving and storing them until the time of moving goods out of the warehouse.
- ensuring requirements of quality and quantity of goods well.

ALL STAR BPO

RAWALPINDI- PAKISTAN

2020- 2022

- Selling products or services for a company and represents their product.
- Manage relationships with customers, serving as the key point of contact.
- Listen to customer's concerns, answer customer's questions and provide information about the company's products and services.
- Maintained positive business relationships to ensure future sales.

Education

FG DEGREE COLLEGE, WAH CANTT.

F.SC - PRE- MEDICAL
2016-2018

FG MODEL HIGH SCHOOL WAH CANTT
MATRIC

Selected

Typing - 33
Score - 41
Communication - Ex