



PROFILE

Skilled talent Sales and Business development professional with exceptional negotiation traits, demonstrated history of working in a multinational corporation across automobile industry.

CONTACT

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LOCATION

Karachi, Pakistan

ZAIN MALIK

Customer Centre Manager

WORK EXPERIENCE

MIND MAP COMMUNICATIONS – PR and Marketing Agency

[May 2023 – Present]

PR MANAGER

- Building relations with clients.
- Covering events
- Media Handling
- Organizing events
- Reporting and monitoring all social media content for all clients.

NIKKYO CARS, KARACHI, PAKISTAN

Sales Executive

[Oct 2022 – May 2023]

- Building relations with new and existing clients in international market.
- Responsible on balancing customer retention strategy
- Generating more new customers, which contributed in personal, and company goal.
- Ensured the smooth transition of process knowledge and sales workflows among the team members.
- Responsible for best customer service experience.

VAVA CARS, KARACHI, PAKISTAN

Customer Centre Manager

[June 2021 – June 2022]

- Building and maintaining trusting relationship with customers on site.
- Ensuring a pleasant customer experience journey from being a prospect until closing.
- Conducting market research to remain updated with core product knowledge.
- Identifying the product and managing the deal in accordance to fair market price.
- Responsible on promoting company culture.
- Coordinating with the pricing team and ensuring to get the right price for the customer.
- Working as liaison between the pricing analyst and the seller.
- Negotiating with customers and ensuring successful closings.
- Maintaining the assigned branch office and ensure all day-to-day operations and streamlined smoothly.
- Training the new recruits.
- Defined, reviewed, and managed all branch operational activities along

with maintaining process documents.

- Supervising inspectors and branch staff.
- Reporting to management on day-to-day basis.
- Coordination with cross-functional teams.
- Accountable on the branch budget allocation.

SKILLS

- Organizational development & planning.
- **Branch Management**
- Corporate Policy implementation.
- **Strong cognitive and critical thinking.**
- **Culture formation.**
- **Change management.**
- **Excellent planning, organizing, and decision-making skills.**
- Effective team management.
- Strategic goal setting for business development.
- Project management.
- Managing millions of cash flows for customer with accuracy.
- Procurement large deals.
- **Training and development.**
- **Budget planning and cost control.**
- Strong interpersonal and communication skills.
- Attention to detail and accuracy.
- Proficient with Microsoft Office.

CERTIFICATIONS

Digital Marketing

- Certification from Click 5.
- Created Facebook page (CarX Inspection) run and managed with organic and paid campaigns.
- Managing Social Media of USA client. (Jvv Credit Counseling).
- Working on google and YouTube ads.
- SEO knowledge

- Facilitated company on selling the stock vehicle to potential customers.
- Have successfully met targets of purchasing cars provided by the company.

KOBE MOTORS, KARACHI, PAKISTAN

Business Development Manager

[May 2020 – May 2021]

- Building relations with new and existing clients in international market.
- Responsible on balancing customer retention strategy along with emphasizing more on customer acquisition.
- Generating more than targeted revenue from new customers, which contributed in personal, and company goal.
- Ensured the smooth transition of process knowledge and sales workflows among the team members.
- Responsible for smooth product delivery to the customers.

MDK JAPAN, KARACHI, PAKISTAN

Business Development Officer

[September 2019 – March 2020]

- Responsible for car sales in Caribbean region.
- Achieving sales target assigned on monthly basis
- Finding suspects and turning them into a potential customer.
- Ensured the targeted inventory is available for customer to purchase.
- Participating in marketing strategies for assigned market with vision to bring in more potential leads.
- Offering the required product to the customer and responsible for whole customer journey until delivery.

SBT JAPAN, KARACHI, PAKISTAN

Senior Sales Executive

[February 2015- JULY 2019]

- Serving Guyana and Jamaica markets.
- Strengthening relationships with B2B customer with an objective to bring in more revenue to the company.
- Achieved profit target of more than 100% for consecutive 1 year.
- Sold 100+ cars in a month for three successful months.
- Consistent star performer for year 2017 - 2018.
- Managing big inflows of customer payments and ensuring the right allocation for their respective units.
- Ensuring smooth deliveries & documentations for customer products.
- Involved on procurement of customer units by directly participating in the auction house through live bids.
- Managing team on behalf of my manager's absence.

EDUCATION

Bachelors of Commerce

Karachi University

In process

A LEVEL

Cambridge University

2008-2012

O LEVEL

The Avicenna School

2006-2008