

## ► Curriculum Vitae ◀

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### Summary

I am currently looking for an exciting opportunity, which will help me to contribute immensely to the requirements of your organization. I am well qualified to be versatile for a wide range of jobs with the needed skills for each of them. But I'm also willing to learn and grow in any job under the guidance and as per the requirements of your organisation. I take this opportunity to put forward my credentials and if given a chance would in turn be a beneficial asset for your esteemed organization.

### Work Experience

#### Reliance Jio Telecommunications

##### Retail Sales Executive

Jan 2022 until April 2023

- Identify and offering potential customers
- Key account management & cross selling for existing customers
- Preparing Sales Collaterals
- Running social media and email campaigns for better reach
- To achieve the daily, weekly, and monthly sales targets.
- Customer handling at store for Mobile sales, Mobile accessories, and Telecom product services like post paid, prepaid cards, and home Internet.
- To satisfy customer needs and expectations in terms of advance product information.
- Maintain an effective and consultative selling approach.
- Attending customer queries related to billing, service requests, complaints, and enquiries.
- Resolving customer complaints related to activation and billing, etc, by raising a service request with the support team.

#### Billion D's Private LTD

##### Customer Support Associate

Jan 2021 until December 2021

- Listening to customers' concerns and handling complaints and returns
- Giving detailed explanations of services or products
- Working with a sales team to create better methods to address customer complaints
- Reviewing customer accounts and transactions while resolving issues
- Communicating with customers in-person, through email or chat, over the phone or on social media
- Receiving orders, calculating charges and processing payments
- Monitoring customer satisfaction levels
- Referring customers to superiors when necessary

### Professional Achievements

- Managed high-profile calls single handily assigned by the top management.
- Was appreciated by the top management team for achieving the highest in Q3 in 2022.

### Education and Credentials

Dr.B.R. Ambedkar Open University Bachelor Of Commerce  
I hereby declare all the information is true and correct to the best of my knowledge.

Aamir Multani