

Zain Ahmed



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Summary:

Seeking a challenging position in a reputed organization where I can learn new skills, expand my knowledge, and leverage my learnings..

Employment History

2022 to Present

SENIOR SALES COORDINATOR :

ELFIN PVT LTD , Islamabad

Coordinate sales team by managing schedules, filing important documents and communicating relevant information Ensure the adequacy of sales-related equipment or material Respond to complaints from customers and give after-sales support when requested Store and sort financial and non-financial data in electronic form and present reports Handle the processing of all orders with accuracy and timeliness Inform clients of unforeseen delays or problems Monitor the team's progress, identify shortcomings and propose improvements Assist in the preparation and organizing of promotional material or events Ensure adherence to laws and policies Manage large amounts of incoming phone calls

2021 to 2022

HR ASSISTANT :

SAMI PRODUCTION , ISLAMABAD

Assist with the recruitment process and day-to-day operations of the HR department. Provide clerical and administrative support to HR executives and employees. Maintain and update employee records. Conduct initial orientations and update records of new employees. Process documentation and prepare reports relating to personnel activities. Process payroll and quickly resolve any payroll errors. Complete termination paperwork and exit interviews. Deal with employee requests regarding HR issues, rules, and regulations. Stay up-to-date with the latest HR trends and best practices. Perform administrative duties, such as maintaining employee database and sorting emails for the HR department Maintain proper records of employee attendance and leaves Assist HR Manager in policy formulation, hiring and salary administration Submit online job postings, shortlist candidates and schedule job interviews Coordinate orientation and training sessions for new employees Ensure smooth communication with employees and timely resolution to their queries Communication Skills. One of the main HR assistant key skills to possess is communication. ... Software Skills. An HR assistant should possess competency in a range of HR software and tools

2020 to 2021

CUSTOMER SERVICE REPRESENTATIVE :

SAMI PRODUCTION , Islamabad

Manage large amounts of incoming phone calls Generate sales leads Identify and assess customers' needs to achieve satisfaction Build sustainable relationships and trust with customer accounts through open and interactive communication Provide accurate, valid and complete information by using the right methods/tools Meet personal/customer service team sales targets and call handling quotas Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution Keep records of customer interactions, process customer accounts and file documents Follow communication procedures, guidelines and policies Take the extra mile to engage customers Friendly and professional customer interactions trained new employees regarding sales strategies procedures and coordination drawer Trained and developed new team members to improve product knowledge and selling abilities. Delivered quality customer service while cultivating client satisfaction and loyalty sales team to consistently deliver customer service, generating maximum sales potential.

2018 to 2020

RECEPTIONIST :

DOWNTOWN RESIDENCY , Islamabad

Handling queries and complaints via phone, email and general correspondence Transferring calls as necessary.Taking and ensuring messages are passed to the appropriate staff member in time.Managing meeting room availability.Receiving, sorting, distributing and dispatching daily mail Preparing vouchers.Handling transcription, printing, photocopying and faxing Recording and maintaining office expenses.Coordinating internal and external events Managing office inventory such as stationery, equipment and furniture.Overseeing office services like cleaners and maintenance service providers. Assisting the HR team with recruitment, onboarding and termination processes.Maintaining safety and hygiene standards of the reception area Welcoming visitors and solving their problems.Managing security and telecommunications systems. Handling queries and complaints via phone,email and general correspondence.Taking messages and ensuring they are passed to the appropriate staff member in time. Managing meeting room availability.

Education

**2018-2021: SWEDISH INSTITUTE OF TECHNOLOGY - RAWALPINDI ,
INFORMATION TECHNOLOGY**

Skills

Customer Service • Staff Training and Development • Inventory Control • Retail Store Operations • Flexible Schedule • Sales Presentations • Mentoring and Training • Client Relationship Building • Sales Telephone Skills Verbal Communication Listening Professionalism Customer Focus Organization Conflict Resolution. ... Research. ... Proactivity. ... Advising. ... Recruitment.

Languages

urdu
English

Other

- **Full Name:** Zain Ahmed
- **Date Of Birth:** 04-4-2001
- **Address:** zainulabeedin651@gmail.com , Dubai International , ,

Achievements

Certified Public relations
Certified Sale' coordination
certified Customer service