

Muhammad Hammad Malik

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PERSONAL STATEMENT:

Dedicated and results-driven professional with a proven track record in project management and strategic problem-solving. Exceptional communication skills and the ability to collaborate across diverse teams. I am committed to delivering high-quality outcomes through a combination of analytical thinking and a proactive approach. I am eager to contribute my skills and experience to a dynamic work environment.

KEY COMPETENCIES

Process improvement	Conflict Management	Strong interpersonal skills
Relationship Building	Critical thinking skills	Proactive and self-motivated
Cost-benefit analysis	Excellent communication skills	Exceptional organisational skills

PROFESSIONAL EXPERIENCE

Neowiz Marketing Sales Executive

Sep 2023-Jan 2024

- Exceeded sales targets by 10% at Neowiz Marketing.
- Successfully negotiated and closed deals.
- Cultivated and maintained key client relationships.
- A strategic approach to identifying and capitalizing on new business opportunities.
- I am eager to apply my proven track record to contribute to Neowiz Marketing's success.

AirSial Airlines Customer Sales Coordinator (Team Leader)

Feb 2022-Aug 2023

- Led a high-performing customer sales coordination team for Airsial Airlines, overseeing daily operations and ensuring seamless communication with clients.
- Successfully implemented streamlined processes.
- Spearheaded training programmers for new team members, fostering a knowledgeable and customer-centric approach, ultimately improving overall team performance.
- Collaborated with cross-functional teams to address customer concerns and provide timely solutions, enhancing overall customer satisfaction.
- Planned route using the customer's details as a guide and calculates ticket price.
- Rebooked travelers that arrived late while upholding corporate policies to ensure customer satisfaction.
- Taught data entry procedures, dispute resolution, and customer service script recitation to four new hires.

Home plus Properties Sales Executive

Jan 2020-Feb2022

- Successfully exceeded sales targets by 20% in the first quarter of employment.
- Established and maintained strong relationships with clients, resulting in a high rate of repeat business.
- Conducted effective presentations and negotiations, leading to a 15% increase in the overall sales conversion rate.

- Implemented innovative sales strategies, such as hosting virtual property tours, resulting in a broader reach and increased client engagement.
 - Collaborated closely with the marketing team to create compelling sales materials that showcased property features and advantages.
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EDUCATION

- Iqra University - Bachelor’s of Business Administration **2016-2020**
- Science Superior - Intermediate **2014- 2015**
- Scholars School - Matriculation **2012-2013**