

# Misbah Malik



## Contact

**Location:** Islamabad

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**Date of Birth:** 25-11-2000

**Passport No:** FU0767351

**Nationality:** Pakistani

## Education:

B.COM 2024 Punjab University  
(Degree attested from UAE Embassy)

FSC 2019 Federal Board  
Matric 2017 Federal Board

## Technical Skills:

- Freelancing
- Virtual Assistant (Amazon)
- Digital Marketing
- E Commerce Management
- QuickBooks
- Peachtree
- MS Office
- Graphic Designing  
(Adobe Photoshop, Illustrator, XD)

## Language:

- English
- Urdu
- Punjabi

## Hobbies:

- Traveling

# Professional Summary

1 x year experience as a Customer Services Officer, Cashier and Sales representative. Excellent verbal and written communication skills with the ability to communicate effectively and professionally with all staff management and clients.

## KEY ACHEIVEMENT

**Sale Representative & Cashier:** As a cashier i Improve cash counter efficiency by 25% and as a Sales Representative increase sales by 18% through effective client engagement and product promotion. I reduced delivery times by 20%, enhancing customer satisfaction.

## Experience:

### Sales Representative

Dec 2024

#### Gasman Pvt Ltd Rawalpindi, Pakistan

- Engage with potential clients via phone, email, and chat to introduce and promote company products/services.
- Build and maintain strong client relationships to foster ongoing business.
- Effectively communicate the value propositions of our offerings, tailoring responses to meet client needs.
- Address customer inquiries, provide detailed information, and resolve concerns in a timely and professional manner.
- Achieve and exceed sales targets through excellent customer service and persuasive communication.
- Collaborate with the sales team to develop and implement strategies to expand our market reach.

### Cashier

2024

#### Faisal Movers Bus Transport Service Rawalpindi

- Handle cash and ensure the register is balanced at the end of each shift.
- Maintain detailed records of all transactions, credits, and refunds.
- Provide excellent customer service and resolve payment-related issues.
- Ensure compliance with company policies and financial procedures.
- Any other job assigned by management

### Customer Service Officer

2024

#### Toyota Company Rawalpindi

- Customer Handling.
- Received calls made customers and assist them.
- Make call backs to customers for providing further assistance and updates.
- Bringing awareness among customers by educating them about promotions and services.