



SAQLAIN AHMED

BRANCH MANAGER

CONTACT

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- Al Khuwair South Muscat, Oman

EDUCATION

- 2016 - 2020
UNIVERSITY OF THE PUNJAB
 - Bachelor of Commerce
- 2013 - 2015
FEDERAL BOARD FG MANGLA CANTT
 - FSC Pre Engineering from Federal Board
- 2011 - 2013
WAPDA HIGH SCHOOL MANGLA COLONY
 - Matriculation (Science) from Federal Board

SKILLS

- Project Management
- Public Relations
- Teamwork
- Time Management
- Leadership
- Effective Communication
- Critical Thinking

PROFILE

To secure a challenging career with dynamic servicing and progressive organization in order to utilize my abilities, knowledge and personal acumen with integrity contribute in the development.

WORK EXPERIENCE

Purshottam Khanji Exchange | AUGUST 2024 - PRESENT
Muscat, Ghala

Branch Manager

- Managed daily operations of the branch, including cash management, customer service, sales and staff supervision.
- Ensured compliance with company policies, procedures and regulatory requirements.
- Developed and implemented sales strategies to achieve revenue and targets.
- Analyzed market trends and competitor activities to identify opportunities and threats and make effective decisions.
- Maintained relationships with key customers, partners and stakeholders to drive business growth.
- Coordinate with management and designated personals to achieve organisational goals.

Purshottam Khanji Exchange | JUNE 2023 - AUGUST 2024
Muscat, Ghala

Counter Staff/Marketing Representative

- Processed money trasfer transactions through various products like Western Union, Money Gram, Transfast etc.
- Assisted customer in queries, provided information on exchange rates and other related services.
- Achieved high customer satisfaction by resolving customer issues and concerns promptly and efficiently.
- Resolving customer complaints and provide customer satisfaction.

LANGUAGES

- English (Fluent)
- Urdu (Fluent)
- Hindi (Fluent)

- Visiting Camps with BDM to conduct sales and marketing activities to increase branch transactions.
- Create corridor wise WhatsApp groups and sending customers updates about daily rates and new offers.

**Friends Corporation Store
(Home Appliances)**

NOVEMBER 2020 - 2023

Sales Executive

- Addresses customer inquiries about appliances, pricing, and availability, ensuring a positive shopping experience.
- Provides detailed information on appliance features, and helping customers make informed decisions.
- Recommending appliances tailored to customer needs, enhancing satisfaction and driving sales.
- Effectively handle customer objections, demonstrating empathy and highlighting product benefits to close sales.
- Managed the appliance ordering system, ensuring accurate order processing and timely updates.
- Monitor promotional signage and updates, ensuring customers were informed of current deals.
- Schedule and confirm customer appointments, optimizing sales opportunities and follow-ups.

**Carrefour Pakistan
(Heavy Household Dept.)**

2017 - 2020

Sales Promoter

- Deliver exceptional customer service to clients and actively promote new products.
- Achieve an increase in sales goals and successfully reduce unnecessary costs.
- Oversaw a team of Sales Promoters, ensuring adherence to company standards.
- Establish and cultivate a professional network and provide support to Sales Manager as needed.