ALI HASSAN

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OBJECTIVES:

To build up my career to its full extent with a well reputed organization where my skills and capabilities can get more enhance. This could allow me to deliver with maximum productivity and skills.

**Professional Experiences:** 17 Years

Sales and stock maintenance

 **AM Jewelers** Sept 2002 – Aug, 2009

* Worked as Sales Manager in this firm.
* Always provide good ratio of sales.
* Was also responsible for looking after the Stocks.
* Responsible of maintaining Accounts and Sales record for the company.
* Follow up is always provided with the customers requirements.

Offshore Communicator

**Fast track communication** Sept 2009 – Mar, 2010

* Work as an off shore communicator for the customers in UK and CANADA.
* Always deliver good ratio and quality of sales on monthly basis.
* Easily achieved my target of sales monthly.
* Maintained good communication skills.
* Was also looking after for Accounts of the company.

 Offshore Communicator

 **Divine Communication** Apr, 2010 – Oct, 2010

* Worked as an Off Shore communicator for the customers in UK and Canada.
* Maintain good sales record on monthly basis.
* Always maintain good communication skills.
* Perform with best of ability under pressure situations.
* Also handling and maintaining Accounts of the company and updating the data of the company by using MS Word / Excel / Power Point.

Tele Officer Oct, 2010 – Dec 2011

**HBL Phone Banking**

* Working as Phone Banking Officer PBO, to facilitate customers on phone.
* Performing best of abilities and always maintain good reputation.
* Ability to entertain customers on phone with all banking facilities.
* Working with best of my skills under pressure situations.
* Good handling of banking software.
* Performing with best communication skills.

Executive Sales consultant

**Granton Advertising llc Dubai** Dec 2011- May, 2012

* Working as Marketing Executive of the company.
* Responsible for looking for the sales.
* Looking after customer feedback.
* Responsible for the after sales service.

 Executive Sales consultant ( Enterprise )

 **Al Wasl International Marketing Dubai** May 2012 – March 2013

 Working as commercial consultant in du enterprise mobile.

* Responsible for customer’s data base and fixing appointment.
* Responsible for data entry in the office.
* Working and responsible for all appointments with the companies.
* Responsible for customer services on phone.

Business Development Executive

 **SBT Japan Pakistan Office, Karachi** Apr, 2013 to Jan, 2014

* Working as Business Development Executive for Africa market.
* Responsible for customer correspondence.
* Responsible for the money allocation of the customer payment.
* Working to resolve customer queries by email.
* Coordinate with Customer Service Department in Philippine.
* Looking after cars shipment and correspondence from Japan.

Auto trading business experience with all kind of cars specifications.

Executive Sales consultant (Enterprise)

**6 – Pence marketing management LLC Dubai** Jan-2014 – July-2014

* Working as commercial consultant in du enterprise mobile.
* Responsible for customer’s data base and fixing appointment.
* Responsible for data entry in the office.
* Working and responsible for all appointments with the companies.
* Responsible for customer services over the phone.

 Internal Audit, Quality Assurance Executive July 2014 to Oct 2015

 **Axact, Pvt Limted**

* Assurance of quality.
* Risk analysis and assurance of internal audit department

Achieved all my targets successfully also performing additional tasks assigned.

 Quality Assurance Executive Nov 2015 to Nov 2016

 **Daraz.pk**

* Feedbacks, Trainings and one on one sessions with CS agents.
* Quality evaluation of CS teams inbound, outbound, chat and Email.
* Evaluation of customer satisfaction survey forms and audit calls.

Product related issue and escalations of E Commerce industry.

 Internal Audit, Quality Assurance Executive Oct 2016 to Jan 2018

 **Axact, Pvt Limited**

* Assurance of quality.
* Risk analysis and assurance of internal audit department.
* Sales verification and managing portal
* Risk escalation.

Brand Management Executive Feb 2018 to Jan 2019

* Appointed to auto trading department of an organization.
* Managing auto trading business in Africa region by providing back up support.
* Responsible for following with auto trading documentation, Pictures, Export Certificate and BL of the particular vehicle.
* Responsible to coordinate with sales support team regarding payment if any to be made by the customer before releasing documents to the customer by courier.
* Audit and quality assurance regarding customer concerns if any and responsible for customer satisfaction by coordinating with respective sales department and sales support.

 Brand Promotion Executive Feb 2019 till date

* Promoted to Brand Promotion department of an organization.
* Looking after lead generation assignment.
* Social media marketing.
* Evaluation and QA of 4 different live chat portals.

**Academic Qualification:**

**BCS (3 years): 2002**

Shah Latif University

Main modules were Computer Science, Financial Management, and Organization Behavior and Business Management.

Participate in Final Project and complete it successfully.

**HSC Intermediate: 1999**

St. Patrick’s Government College Karachi

Main modules were Science subjects in pre medical.

**SSC Matriculation: 1998**

St. Lawrence’s Boy’s School Karachi

Main modules were in Science subjects.

Took part in different competitions with class mates

**Additional Certificates:**

* Achieved number of different certificates in school life.
* Received certificate in my University of maintaining good record in Academics and overall.
* Different computer short courses certificates.
* IELTS in 6.0 Score in both Academic and General Mode.
* QA Performance certificate awarded by Daraz.pk
* Performance in QA internal audit certificate awarded by Axact.

**Personal Information**

* Father Name Hassan Muhammad Ismail
* Date of Birth 23, Aug, 1981
* Marital Status Married
* Nationality Pakistani

**Interests:**

* Playing cricket
* Listening music
* Traveling

**Reference:**

* Will be furnished on request.