

USMAN ZIA TIRMIZI

Languages: English/Urdu

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PROFESSIONAL EXPERIENCE

Organization: SBT JAPAN

Organization Type: Automotive

Designation: QC Executive

Tenure: Nov 2017 – Present

Responsibilities:

- Call monitoring.
- Scrutiny of newly hired employees.
- Business monitoring.

Organization: SBT JAPAN

Organization Type: Automotive

Designation: International Business Coordinator

Tenure: May 2017 – Nov 2017

Responsibilities:

- Conduct sales in the assigned market.
- Business dealing with international client.
- Negotiate and closing of deals.
- Ensure excellent support is provided to the customer.
- Call prospective clients and convince them enter or to repeat business with company.
- Maintain relationship with existing customers via telephone calls and answering emails.

Organization: USMAN AUTOS

Organization Type: Automotive

Designation: Self Employed

Tenure: May 2014 – Jan 2016

- Responsibilities:
- Increased sales by providing customers with expert automotive diagnostics and repair services.
 - Managed inventory to ensure parts availability.
 - Resolved customer complaints to mutual satisfaction.
 - Obtained product knowledge for customer support.
 - Retrieved items for customer from back room and assure the product is the correct for the vehicle's issue.
 - Balancing the daily records at the end of each day.
 - Operationalize strategic initiatives into processes that across all sales in order to create a consistent customer experience.
 - Conduct regular and periodic visits customers to evaluate the sale activities and quality standards are in line with corporate.
 - Maintaining monthly, weekly and daily reports of Sales.
 - Building strong relationship with customers and ensuring best customer service experience.

Organization: TOYOTA SOUTHERN MOTORS, KARACHI - PAKISTAN

Organization Type: Automotive (Body and Paint Dept)

Designation: Assistant Manager

Tenure: Sept 2013 – April 2014

- Responsibilities:
- Monitor body and paint sector operations to achieve and strive to exceed all targets through an efficient Paint & Body operation.
 - Monitor progress in achieving departmental goals in the areas of service and profitability
 - Coordination with service advisors.
 - Increase the volume of work by developing the Paint & Body reputation for quality and excellence
 - Maintained effective working relationships with customers and colleagues.
 - Ensured optimal levels of customer satisfaction and maintained department profit.
 - Supported other departments such as New and Used Car Sales, Parts, Service and Warranty.

Organization **PICT (Pakistan International Container Terminal) Karachi -Pakistan**
Designation: Assistant Supervisor
Tenure: April 2010 - Sept 2013
Responsibilities: • Responsible for interacting with the clients and solving their queries.
 • Managing inbound and outbound port operations
 • Maintaining the record of customer interactions and follow up with clients.
 • Provided feedback of the clients to the concerned departments and authorities so as to
 improve the services.
 • Handled customer interactions
 • Data entry for export containers (generating MR)
 • PODs verification of containers before loading
 • Coordinate with operations department on matters related to container nos., seal's
 nos. of containers. (Export).
 • Responds to manager's priorities and keeps manager informed.
 • To complete other work tasks as deemed necessary and appropriate by management.
 • Using of Database software (Container Tracking Information System), Navis.

ACADEMIC QUALIFICATION

2017 – MBA (Supply Chain)

Mohammad Ali Jinnah University - Karachi, Pakistan

2009 – BBA (Marketing & Finance)

Preston University - Karachi, Pakistan

2004 - Intermediate (Higher Secondary School Certification)

Board of Intermediate - Karachi, Pakistan

2000 - Matriculation (Secondary School Certification)

Board of Intermediate - Karachi, Pakistan

SKILLS

- Good Communication Skills.
- Dedicated to exceptional customer service, able to cultivate positive report and nature relationships by offering service beyond expectations.
- MS-Excel, MS-PowerPoint, MS-Word, Internet & E-mail applications
- Strong analytical skills, capacity to relate to all levels of management, staff and customers.
- Considerable Problem Solving approach.

PERSONAL INFORMATION

Father's Name	Hasan Zia Tirmizi
Marital Status	Single
Date of Birth	15-08-1984