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| Elisha YAQOOB  [Sales executive at axact] | | [P&T SOCEITY KORANGI KARACHI]  [03452215912]  [elishayaqoob335@gmail.com] |
|  | **Objective** | |

[Looking for a position where I can integrate strategies to develop and expand business.]

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|  | **Education** |

**[Intermediate] |** [Ayesha Bawany college]

[2016] – [2018]

**[Matriculation]** **|** **[Sts.Peter & Paul English High School]**

[2008] – [2015]

|  |  |
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|  | **Experience** |

**[Axact] |** [Quality assurance executive]

[2 mONTHS]

* [Determines telemarketing quality standards by studying inbound and outbound calls and customer service presentations; conducting test calls to telemarketing service representatives on new products.
* Evaluates telemarketing approaches by rating effectiveness of telemarketing service representatives providing quality ratings identifying training needs.

**[Axact] |** Sales executive]

[currently working]

* Contacting potential or existing customers to inform them about a product or service using scripts. Answering questions about products or the company. Asking questions to understand customer requirements and close sales.

**[ICM JAPAN] |** [Quality assurance executive]

[15-jan-2017] – [16-June-2018]

* [Determines telemarketing quality standards by studying inbound and outbound calls and customer service presentations; conducting test calls to telemarketing service representatives on new products.
* Evaluates telemarketing approaches by rating effectiveness of telemarketing service representatives providing quality ratings identifying training needs.
* Provides feedback to telemarketers by monitoring calls; monitoring feedback.
* Verifies telemarketing results by measuring skills in use of scripts, product knowledge, sales and service ability, greeting, diction, listening, etiquette, objection handling, efficiency, and courteous close of call.]

**[E-nexus solution] |** [Sales & support executive]

[8 months]

* [Answer calls professionally to provide information about products and services, take/ cancel orders, or obtain details of complaints.
* Keep records of customer interactions and transactions, recording details of inquiries, complaints, and comments, as well as actions taken. Process orders, forms and applications
* Deliver prepared sales talks, reading from scripts that describe products or services, in order to persuade potential customers to purchase a product or service.
* Contact businesses or private individuals by telephone in order to solicit sales for goods or services.
* Explain products or services and prices, and answer questions from customers.
* Answer telephone calls from potential customers who have been solicited through advertisements.

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|  | **Skills** | |
| * Communication skill * International sales * Business development * **MS WORD** [Aptech education] * **MS EXCEL** [Aptech education] * **WEB DESIGNING** [Aptech education] * **SQL SERVER** [Aptech education] | |  |
|  | **HOBBIES** | |

* [Traveling, reading books and history, learning new things, creating layouts websites, football.]

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|  | **LANGUAGE** |

* ENGLISH
* URDU