



SHAZADA KAMRAN

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Al Mankhool-DUBAI UAE

NATIONALITY-PAKISTANI

OBJECTIVE

To achieve professional and personal goals by utilizing the skills, and by making use of opportunity and contributing towards the growth of the organization.

SKILLS

1. Excellent Communication and interpersonal skills and ability to work independently.
2. Hard working, innovative, ambitious, confident and energetic person.
3. Ability to work independently or as part of a team.
4. Ability to manage multiple tasks and meet deadlines.
5. Teamwork and Collaboration.

EXPERIENCE

➤ ZYLOSTAR (2022 TILL DATE)

- ❖ Zylostar is a global financial education institute headquartered in Dubai. The institute mission is to provide accessible yet strong and solid foundation in financial market trading analysis and education.

AS SALES DIRECTOR

- Assisting the sales department in planning and implementing effective sales strategies.
- Designing plans to meet sales targets, developing and cultivating relationships with clients.
- Learn details about our products and services.
- Understand all the prospects needs, problems or wants
- Attend sales educational events and seminars.
- Consult with sales and marketing team to ensure the efficiency
- Recruit, hire and train new sales representatives
- Fulfilling the monthly and yearly sales target.
- Keeping up-to-date with the latest industry developments and institute offerings.
- Maintain sales staff job results by coaching and managing employees; planning, monitoring, and appraising job results.
- Calling customers and updating them about the institute products, services. Or new launches.
- Contributes to team effort by accomplishing related results as needed.

- **EXPONENTIAL GROWTH CALL CENTERS SERVICES L.L.C - (2020 TILL 2022)**

CALL CENTER AGENT

- Manage large amounts of inbound and outbound calls in a timely manner.
- Follow communication “scripts” when handling different topics.
- Identify customers' needs, clarify information, research every issue and provide solutions.
- Strong multi-tasking skills
- Make relevant notes from customer interactions
- Identify any issues that customers might be struggling with
- Report on customer feedback
- Complete call logs and reports
- Manage & update customer databases
- Follow-up on customer calls
- Boost customer loyalty by offering a proper experience over the phone

- **RUBINETA - EUROPEAN SANITARY FAUCETS PRODUCER. UAE (EXPERIENCE - 2 YEARS)**

AS SALES EXECUTIVE

- **FAHZAM PROPERTIES-UAE (EXPERIENCE - 3 YEARS)**

As Real Estate Agent:

- **MAG – Bridge Company LTD (UK Manchester Road, South Middleton Bus Station – Manchester”**

- **British Petroleum (UK)
“Near – Cheetarmil Road, Manchester B4/346 –**

- **SHELBY BPO - Team Lead Operations**
(Experience - 4years)
- **Civil Aviation Authority (CAA)**
“Islamabad International Airport – Pakistan”

EDUCATION

Bachelor of Arts Degree

LANGUAGES

Fluent in English, Urdu / Hindi & Punjabi