

# GHULAM QADIR

## Customer Services & Marketing Consultant

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thsr\_gr@hotmail.com



### AREAS OF EXPERTISE

Customer Services  
Customer retention  
Key Account management  
Time management  
Business Development  
Sales strategies  
Marketing plans  
Corporate sales  
Project planning  
Cold calling Specialist  
Revenue Growth

### ADMINISTRATIVE SKILLS

- Providing training and orientation for new staff.
- Scheduling meetings and preparing agendas for presentations.
- Resolving administrative problems.
- Creating realistic and achievable project plans.
- Evaluating risks and developing strategies to overcome project obstacles.

### IT APPLICATIONS SKILLS

- Administering & troubleshooting Windows XP, Windows Server, Windows7 and windows8 Environments.
- Web Designing, FrontPage, HTML5, JQuery, CSS3 Graphic Applications and Packages.

### PROFESSIONAL PROFILE

A high calibre individual with gravitas and a proven track record of successful project management through methodical and diligent work. As a natural relationship builder, equipped with the vision and purpose to drive organizational change. Over 7 years experience across all areas of Business development, call centre, customer services and Telemarketing, Project Management, and Client Retention. A motivated Business Analyst who has worked on a wide range of projects.

### CORE EXPERIENCE

- 2009 – 2014 Successfully ran customer services and Telemarketing campaign for Vodafone resulted in an increment in their telecom sales and an evident addition to total customer base.
- Attained a 97% customer satisfaction level through demonstration of highly effective query response and problem resolution strategies.
- **Understanding of SHAMS, Ajman Free Zone, Creative City Fujairah company formation process, online eforms portal, visa typing submission official documentation.**
- Training and development on high standards of customer services. Conducted training sessions on telephone ethics norms and customer services management.
- Website development, web and business analysis, business plans evaluation and execution, complete integration of business sense and technology.

### CAREER SUMMARY

#### **JS Management Consultancy FZC. Ajman UAE**

28-05-2015-Continue

#### **Customer Services & Marketing Executive**

- Responding to issues such as service inquiries, problem resolution, and retaining accounts.
- Handling customer escalations and all customer relations issues.
- Writing reports and business correspondence.
- Relaying information in a concise and clear manner.
- Managing customer expectations.
- Building customer relationships and loyalty.

### **PERSONAL DETAILS:**

Date of Birth: 20 March 1985

Gender: Male

Nationality: Pakistani

CNIC# 36601-1967073-1

Passport# : AP4420732

Health: Excellent

Website: [www.ghulamqadir.com](http://www.ghulamqadir.com)

### **ACADEMIC DETAILS:**

**Bachelors in Information Technology BSIT**

(hons) 2004 - 2008

**University of the Punjab Lahore Pakistan**

**FSc Pre Engineering**

2001 - 2003

**Government College Burewala**

### **References:**

**Musabeh Hamad Almusafri**

(Director of Customer Relations)

**Ajman Free Zone Authority**

Contact number: +971 6 7011569

**Umar Farooq** (Sales Manager)

Starwood Hotel **Le MERIDIEN** Abu Dhabi

Contact number: +971562196524

**Muhammad Numan** (Technical Analyst &  
Database Administrator)

**Central bank** of THE U.A.E ( Abu Dhabi )

Contact number: +971508924563

- Quickly researching and investigating issues that concern a customer.
- Preparing daily, weekly, and monthly reports for senior manager.
- Coaching and developing team members in soft skills.

### **Customer Relations & Retention**

All after sales and business setup queries management.

Building strong relationship with customers and qualified in client retention

### **Day-to-Day Operations**

Supervising the standard and complex day-to-day operations to ensure that work processes are implemented as designed and in compliance with established standards and procedures

### **Business set up PRO**

Covering all areas of business set up in SHAMS, Ajman Free Zone and Creative city with complete knowledge of PRO services basic requirements for business setup, investor visa, employee visa. Strong and complete information regarding all process with in free zone.

### **MKA Technologies PVT LTD Lahore Pakistan**

09-09-2009- 12-12-2014

### **Business Analyst and Project Manager.**

- Responsible for the Vodafone Australia SMB sales through lead generation and appointment setting. Scoping the business requirements and developing technical solutions. For all aspects of the project from business analysis to plan management, stakeholder engagement and risk management.
- Properly directed inbound calls in phone queues to improve call flow. Made reasonable procedure exceptions to accommodate unusual customer requests. Provided accurate and appropriate information in response to customer inquiries. Developed effective relationships with all call centre departments through clear communication. Worked with upper management to ensure appropriate changes were made to improve customer satisfaction. Provided input to assist in selection and implementation of new phone system.
- Responsible of maintaining and developing business relationships with key accounts for the development of corporate business. Maintain a strong relationship with clients and ensure that constant follow up is done in order to generate revenue.
- To support and implement effective recommendations on the design and development of assigned Human Resource functional areas, encompassing various programs relating to compensation, benefits, organizational effectiveness and/or employee development Reviewing and evaluating weekly KPI achievement.