

Dawood Suleman

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Mumtaz City, Islamabad, Pakistan, 45230

PROFESSIONAL SUMMARY

To be associated with progressive Organization that gives me scope to apply my educational and professional skills and provide me with advancement opportunity and knowledge empowerment. Accomplished IT professional accustomed to troubleshooting and diagnosing hardware and software issues. Promptly implements resolutions to mitigate inefficiencies. Skilled in remote desktop support and network connectivity. Ambitious student committed to supporting large- and small-scale IT projects and duties.

WORK EXPERIENCE

Call Center, Vector Dynamics (DHA, Lahore)

Jun 2022 - Oct 2022

Sales Representative

As a Sales Representative in call center, my responsibilities are to promote and sell our products or services over the phone. My primary objective are to engage with potential customers, understand their needs, and effectively communicate how our offerings can meet those needs. I have to work closely with leads generated through various channels to drive sales conversions and achieve revenue targets.

- Conduct outbound calls to prospects and leads provided by the company.
- Build rapport with customers and actively listen to understand their requirements.
- Effectively communicate product features, benefits, and pricing to potential customers.
- Identify opportunities to upsell or cross-sell additional products or services.
- Utilize persuasive sales techniques to overcome objections and close sales.
- Accurately maintain customer records and update sales database with relevant information.
- Collaborate with the sales team to develop strategies for achieving sales targets.
- Stay updated on product knowledge and industry trends to provide accurate information to customers.
- Meet or exceed monthly and quarterly sales quotas.
- Provide exceptional customer service to ensure customer satisfaction and foster long-term relationships.

EDUCATION

BSc (Hons), Agriculture (Horticulture)

2019 - 2023

MNSUAM, Multan, Pakistan

Diploma of Information Technology (DIT)

Feb 2017 - Oct 2017

ASCII Computer Center • Multan, Pakistan

FSC (Pre Engineering)

2016 - 2018

Emerson College, Multan, Pakistan

SKILLS

- Excellent verbal communication: Proficient in articulating ideas and information clearly and effectively during conversations, presentations, and phone interactions.
- Active listening: Skilled at attentively listening to others to understand their perspectives, needs, and concerns, fostering positive communication and building rapport.
- Written communication: Capable of crafting clear and concise written communications, including emails, reports, and documentation, with attention to grammar, tone, and formatting.
- Interpersonal skills: Able to interact professionally and diplomatically with individuals from diverse backgrounds, demonstrating empathy, patience, and respect.
- Conflict resolution: Experienced in resolving conflicts and addressing misunderstandings through effective communication and negotiation, promoting positive outcomes and relationships.
- Professional Skills : (Communication skills, Critical thinking skills, Ability to work flexible shifts, I am good learner having abilities to work hard, Desktop troubleshooting)
- Language Skills : (English Fluent, Urdu Native)

AWARDS AND HONOURS

Chrysanthemum exhibition	2022
Cantonment Garden exhibition	2021