

KD AHMED ZUBAIR

Bachelors Business Administration (BBA)

Email: ahmed.pakaims@hotmail.com

UAE Mob: +971 562922075
Valid Dubai Driving License
Nationality: Pakistan

PROFILE

Strategic-thinking professional with experience in handling complex and high-profile projects, skilled at general management and relationship building with internal and external clients across organizations and teams; exceptional communication skills. Adept capabilities & aptitude for managing a team, delivering strategies, planning & analyzing business unit operations.

CAREER

Used Car Sales & Purcahse

Entrepreneur
Oct-23-Present

- Finding a good used car through different channels
- Visit and inspect the car, if required seek for comprehensive inspection
- Negotiating the price keeping in view the market price of the vehicle
- Registration & Insurance of the vehicle during the purchase
- Required maintenance after the purchase
- Advertising the vehicle for sale
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ZAMEEN.COM RealEstate

Team Lead Project Sales
Oct-2021-Sep-2023

As the Team Lead my key roles and duties included:

- I-Affiliate on-boarding and trainings through Learning Junctions
- Developing strategy for potential lead generation
- Closing leads by converting them into sales of Off-Plan or Secondary properties
- Developing quarterly pipeline and Monthly Target/Revenue achievement strategy
- Team management/Handling and trainings on I-Affiliate app and Propforce management
- Identifying loopholes and bugs in Propforce web portal and application
- Conducting daily morning meeting with team.
- Conducting monthly meetings with direct sales team and keep strong follow ups on potential clients
- Keeping strong follow up on key Account Managers to consistently interact with premium and potential I-Affiliates
- Conducting weekly meetings with Regional directors to discuss current pipeline and make sure closings
- Conducting weekly meetings with inventory team on pending tasks and queries regarding unit change/Availability or discounts
- Conducting weekly meetings with tech team for system and app related issues
- Conducting various project training's weekly basis on projects with different regions as per the schedule
- Conducting meetings with acquisition team for latest updates on developer and projects
- Making sure team is aligned and focus in achieving all KPI's
- Identifying loopholes and providing solutions on customized clients
- Preparing payment plans for customized clients
- Handling a team of 30 people and making sure productivity is not hurt in any case
- Pushing, Motivating and supporting KAM and CSE in client/Affiliate management and closings

ZONG CMPAK

Floor Supervisor-Customer Services and Sales
Feb-2013-Sep-2021

My responsibilities included:

- Assisting, monitoring & ensuring that all CSC targets (Sales, Service, KPI's & Profitability) are achieved
- Ensuring high customer satisfaction through high quality service delivery
- Ensuring complaints are handled within the given time frame (All complaints logged with focus on FCR)
- Ensuring high motivational level of the staff within the sub-unit
- Conducting regular meetings with team to discuss operational issues providing performance feedback
- Ensuring complete understanding of Customer Service SOPs
- Ensuring that staff is following & implementing SOPs to execute customer requests
- Focusing on First Contact Resolution (FCR), Complaint Management (Every complaint to be logged in system)
- Documentation and end to end process completion (Correct & complete customer documentation as per SOP)
- Ensuring full technical & system support to staff to increase work efficiency and resolve queries within given time to maintain the customer service level up to company standard
- Reviewing daily operations and providing feedback for improvement

SYNERGY HEALTH AND FITNESS

Customer Relation Officer
Aug-2012-Jan-2013

As a Customer Relation Officer my duties included:

- Finding new clients/customers by generating leads
- Maintaining a good relationship between company & its customers
- Communicating and liaising verbally and in written between customer's/ staff members and interpret/respond clearly and effectively to spoken requests over the phone or in person

Education

BBA	(HONS) in Sales and Marketing	2007-2011
Intermediate	Private Candidate (Sciences)	2002-2004
Matriculation	Army Public School/College	2001-2002

Projects

Marketing Research Project (B.B.A)

- Conducted Market Research on influence of Brand names, packaging, product, price and Media on consumer purchase preference in Lahore

Corporate Finance

- Analysis on the Investment banks of Pakistan like their functioning, regulations, financial investments and also formulated a detailed Strategy for the investment banks.

Consumer Behavior Project

- Conducted Market Research for consumer behavior regarding formal suits. The aim was to analyze the lifestyle, self-concept, internal and external factors affecting consumer's decision making.

Skills

Communication

Excellent in communication skills with reading, writing and presentations.

Technical

- Excellent knowledge of using Sales force CRM.
- Outstanding MS Office, Excel, SAP, proficiency

Achievements

- Best Team Lead of the year 2022 at ZAMEEN.COM
- Champion Of The Month April-2015 at CMPAK Zong
- Best Performer 2014 Award at CMPAK Zong
- Promoted to Floor Supervisor at CMPAK Zong
- Teacher's Assistant for Documentaries Institute of Management & Sciences
- Scholarship on merit for BBA, Institute of Management Sciences
- Dean's role of honor **awarded** for excellent academic results

Interests

Driving, socializing, cricket, travelling and listening to music.

*Reference will be provided on request