



Babar Younas

Sales & Customer Services

Contact

0502128762

babaryounas2018@gmail.com

Dubai.UAE

About Me

I am a dedicated and performance-driven Business Development Executive with over six years of experience in, sales, and client engagement, coupled with a solid foundation in customer service. My career reflects a strong ability to identify and convert leads, build long-term client relationships, and contribute to business growth through strategic sales initiatives. I am adept at working in fast-paced environments, managing CRM tools, and adapting to dynamic market conditions. With a focus on integrity, communication, and results, I consistently aim to exceed expectations and add value to any team I join.

Skills

- Client Relationship Management
- Lead Generation & Conversion
- Negotiation
- Team Collaboration
- CRM & MS Office Proficiency

Education

- Bachelor of Art Economics
University of the Punjab, Pakistan 2008 - 2010
- Professional Studies in Computer Science.
Lahore, Pakistan (2007)
- Professional Studies in Tourism & Hospitality Management – Institute of Tourism and Hospitality Management (2016–2017)
- Professional studies in Restaurant Management – NAVTTC, Lahore (2018)

Experience

Telesales Executive, Prosper Homes Real Estate, Dubai 11th February 2025- Continue

- Make outbound calls to potential buyers, sellers, or investors.
- Respond to inbound inquiries from marketing campaigns.
- Build and maintain a database of leads.
- Ask questions to understand client needs, budget, and preferred location.
- Describe properties in detail, including features, pricing, location, and benefits.
- Schedule meetings between clients and property consultants.
- Stay informed about current market trends and developments.
- Handle objections and client questions in a professional manner.

Customer Services & Business Development Executive PWG Group, Dubai 1 April 2024 - 1 Jan 2025

- Responding to client inquiries via calls, emails, and messages.
- Providing accurate information about immigration services, visa processes, and required documentation.
- Tracking and managing client leads in the CRM system.
- Following up on potential clients to convert leads into confirmed cases.
- Updating and maintaining client records in the CRM system.
- Ensuring all information is accurate, up-to-date, and securely stored.
- Promoting immigration services to clients.
- Upselling and cross-selling relevant services.
- Meeting or exceeding sales targets and performance metrics.
- Using the CRM to schedule appointments, track application progress, and manage deadlines.
- Coordinating with internal teams to ensure smooth service delivery.
- Maintaining strong relationships with clients through follow-ups and excellent service.
- Addressing client concerns and resolving issues promptly.
- Generating and analyzing CRM reports to assess sales performance and improve client management strategies.

Business Development Executive
Atwics Group, Lahore, Pakistan
2019 – 2023

- Identify potential customers using leads through various channels such as Facebook, Instagram, etc.
- Understand the needs and requirements of customers and provide appropriate solutions.
- Build and maintain strong relationships with existing and potential customers.
- Negotiate terms and conditions with customers to reach a mutually beneficial agreement.
- Close sales deals and achieve sales targets.

Customer Services Representative
Velorium Company Ltd., Lahore, Pakistan
2014 – 2016

- Provide customer support through phone, email, and chat.
- Resolve inquiries and provide detailed product/service information.

Customer Services Representative
TONI&GUY, Lahore, Pakistan
2011 – 2013

- Manage salon appointments and client communications.
- Handle customer inquiries, payments, and provide information on services.

Internships

- Grand Millennium Hotel, Lahore – 3 Months Internship (2018)
- Freddy's Café & Restaurant, Lahore – 1 Month Internship (2018)

Language

- English
- Hindi
- Urdu
- Punjabi