



M. FARAZ KHAN

Profile Summary

Sales Associate with 4+ years of experience in field environments. Customer Services with 10+ years in the field environments. Educational background with a Bachelor Degree in Arts & a one year Diploma of IT. Recognized for ability to communicate with customers and provide exceptional service that ensures client retention and positive feedback. Proven ability to increase customer trust and sales through up selling techniques as well as implement additional processes that drive profitability. Driven and motivated to help organization thrive. Skilled in prioritizing and complete tasks independently.

Work Experience

Marvel Advertising Llc.
August 2023 to August 2024
Job Role : Designer / Sales Associate
Description:

- Provide outstanding customer service as the first point of contact for prospective and current customers.
- Respond to customer questions and concerns, promptly resolving issues and escalating concerns when needed.
- Create quotes for customers and explain benefits of services.
- Making Custom Design & Logos, Creating Templates & Business Brochure.
- Paper Print Design, Pena Flex Sheet Print Design, Stamps Design & Making.
- All Size and Type of Books Composing and Cover Design.
- Answering client queries, offering advice to them and introducing new products.

Friends Printing Pvt Ltd.
January 2021 to July 2023
Job Role : Customer Services
Description:

- Advise customers on products and services, maintaining knowledge of 3 different lines of business and 10 different services offered.
- Design promotional offers and create all digital materials for email and web advertising.
- Work collaboratively with sales, marketing, and business management teams to ensure smooth sales operations and happy customers.
- Maintained the sales floor by updating pricing, restocking shelves, and inventory.
- Reported suspicious incidents and behaviors to aid in theft prevention.
- Provide outstanding customer service as the first point of contact.

AA Exchange Company Pvt Ltd.
February 2012 to December 2020
Job Role : Counter Remittance Officer
Description:

- Provided excellent customer service to streamline the purchasing and payment processes for the customers
- Created merchandise displays to attract customers attention and provided the opportunity for massive sales to boost weekly revenue.
- Handled cash transactions and managed client returns in a reasonable time frame.
- Encouraged customers to register for credit card promos.
- Took the initiative to assist team members with customer service, cash operations, and retail maintenance.
- Answer telephone calls and provide transfer rates/information as required. Recorded and filed closed purchase orders.
- Researched marketplace for pricing changes and availability of products.
- Resolve customer complaints, independently, wherever possible
- Collect and file all transaction supporting documents according to company's policies.

Languages

English: Fluent
Urdu: Fluent
Hindi: Fluent

Contacts Details

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Dubai, United Arab Emirates

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Education

Bachelor Of Arts (University of Haripur)

In Subject of International Relations.

HSSC (BISE Abbottabad)

In Subject of Economics (Humanities)

Diploma

Diploma of IT (KPK Board of Technical Education)

In Subject of Information Technology

Software Skills

Adobe Illustrator

MS Office

Coral Draw

Inpage

Admin Management

Design

Core Skills

Communication

Customer Services

Team Work

Documentation

People Skills

Analytical Ability

Problem Solving

Knowledge of Digital Tools

Clerical Work

Reporting

Making Report

Team Coordination

Personal Information

Nationality : Pakistan

Visa Status : Company Visa

Marital Status : Married + 1 Kid

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