



# Hafiz Muhammad Ramzan

Mobile: +971 56 730 0504

Email add: [hafizramzan733@yahoo.com](mailto:hafizramzan733@yahoo.com)

---

## About Me

I have 6 years of experience in **Sales and Marketing**. I am highly organized, efficient, flexible and versatile team player who can excel in any environment. By nature, I am very friendly, self-motivated, dedicated, committed and responsible person.

## Skills:

- Ability to work in a fast-paced dynamic sales/Marketing environment
- Great leadership and management
- Establishing good relations with customers, always keep searching of potential customers
- Building strong knowledge of company's products, prices, promotions, discounts and sales policies
- Strong knowledge of business ethics, corporate social responsibilities and UAE regulations
- can work for long hours without losing temperament and courtesy
- Excellent computer, analytical, marketing, selling and administration skills
- Ability to detect problem quickly, present solutions, love to perform under pressurize situations
- Excellent time management, resourceful, hardworking and highly motivated
- Creative, effective in working both as a team player & independently
- Having a desire and willingness to succeed
- Always prepared for new challenges, keep up-to-date knowledge
- Flexible and always wanting to improve and move higher within the company structure

## Work Experience:

Company : Smartworld (Etisalat Channel Partner)  
Position : **Key Account Manager**  
Location : Dubai UAE  
Inclusive Date : November 2016 – continue

### **Job Responsibility:**

- Taking care of all telecommunications and information technology needs of assigned etisalat's key customers tier 1 and tier 2
- Staying in touch with key decision makers and establishing good business relations with them
- Listening customer complaints and taking an immediate action
- Visiting customers regularly and getting their feedback about existing services
- Being Aware of contract renewal dates, retention expiry dates, documents expiry dates and taking necessary steps before expiry
- Minimizing port out threats by making sure that customer is locked and happy with existing services
- understanding business needs of customer and providing them with solutions matching their Business needs
- Keeping customer informed about new and upcoming products and services,
- Providing information to customers about changes in policies, prices and procedures
- Cross and up selling cloud, data center, office 365, M2M, M-cashier, Value SMS and security products
- Cross and upsetting all other etisalat products and services
- Hitting monthly given targets and increasing base unto five percent annually
- Preparing engagement, daily activity and pipeline reports and presenting to line manager whenever required

### **Work Experience:**

Company : **Abetcal (Etisalat Channel Partner)**  
Position : **Sales Manager**  
Location : Dubai UAE  
Inclusive Date : Feb 2015 – October 2016 (1.9 Years)

### **Job Responsibility:**

- Taking Care of All sale departmental activities
- Developing sales policies, strategies and operational rules and regulations
- Hiring New Sales staff, advertising new positions, conducting interviews and making final selection
- Provide training to newly hired sales persons, teaching selling techniques and giving them product knowledge
- Setting Sales targets for each sales person
- Helping sales team to achieve their targets, giving them proper strategy to hit the target
- Assigning different areas for field work to sales team
- Monitoring Sales team performance and activities, taking corrective actions if needed
- Taking daily, weekly and monthly sales reports from sales team

- Making sure that company is hitting its monthly and quarterly and yearly target
- Monitoring Market situations closely, estimating demand and reacting accordingly
- Taking care of all sales related activities
- Giving new ideas to improve sales and to decrease operational cost

## Work Experience:

Company : **Du telecom (Channel Partner-Business to Business Trading LLC)**  
 Position : **Sales Team Leader**  
 Location : Dubai UAE  
 Inclusive Date : Feb **2014** –Jan 2015 (1 YEAR)

## Job Responsibility:

- Selling Du Telecom Packages, Sim cards, devices, Landlines, internet and fax
- Making cool calls to clients, setting appointments, and attend meetings
- Establishing strong relation with existing, new and future customers
- Sending proposals to different clients via mail, fax, text messages and calling, getting feedback regarding proposals and convincing them to purchase du packages.
- Handling all communication and other matters with processing department.
- Preparing submission receipts, and submitting all new application to Processing department
- Collecting devices and sim cards from processing and then delivering those packages to customers safely
- Keeping record of each customer including its all account information
- Keeping in touch with every customer, listening their complaints and getting them fix, providing after sale service
- Hitting monthly targets and provide best output
- Preparing monthly, weekly and daily sales report and sending them to Sales manager
- Handling petty cash, utility bills, their payments and records
- Prepare, record and handle all types of vouchers

## Work Experience:

Company : **Telenor**  
 Position : **Sales Supervisor**  
 Location : Jhang Sadar, Punjab, Pakistan  
 Inclusive Date : Sep 2012 – Jan 2014 (1.5 years)

## Job Responsibility:

- Performing and supervising Sales activities, visiting different sites if required
- Manage personnel, developing sales and maintaining relation with customers
- Reviewing the progress and performance of sales force
- Prepare quarterly reports on sales performance and staff performance
- Formulates all sales policy and procedures

- Giving opinions to sales staff to improve work performance
- Approving vacations of sales staff
- Getting feedback from customers on routine bases
- Collecting complaints from area customers, resolving their complaints as soon as possible
- Receiving orders, making sure delivery has been made safely
- Attending staff meetings,
- Giving opinions whenever needed
- Signing documents

### Work Experience:

Company : **Four Season Restaurant**  
 Position : **Accounts Payables/Receivables Supervisor**  
 Location : Jhang, Pakistan  
 Inclusive Date : Mar 2010-Aug 2012 (1 year)

### Job Responsibility:

- Manage and review the setup of new suppliers including payment terms and banking information
- Review accounts payable aging reports and payment request from suppliers & employees to ensure timely approval of invoices and payments.
- Analyze major accounts payable accounts, suggest cost saving opportunities to management and prepare reconciliations as needed
- Addressing complaints and resolving problems
- Collect accounts through contacting receivables, investigating case of non-payments, negotiating and also resolve conflicts.
- Assist in financial planning by estimating cash.
- Making strategies to boost up cash receipts, discounts, etc.
- Convey the work procedure to subordinates
- Handling and reconciling errors in invoices if any
- Keep the company's information confidential

### Certifications:

**Company** : **Du telecom**  
**Subject** : Sales & Marketing skills, Customer satisfaction, Customer Management, leadership skills, Relationship Management

Location : Du Head office, Dubai, UAE  
 Duration : 3 Days

**Company** : **Smart Management Training & Consultancy**  
**Subject** : Customer and stress Management  
 Location : Dubai, UAE  
 Duration : 1 Day

**Company** : **Blue Ocean Management Training**  
**Subject** : Account Management and time Management  
 Location : Dubai, UAE  
 Duration : 1 Day

## Educational Attainment:

### **Master's in commerce (Finance)**

University of Sargodha  
Sargodha, Pakistan  
2010-2012

### **Bachelor of Commerce**

University of Punjab  
Lahore, Pakistan  
2008-2010

### **Diploma of Commerce**

Punjab Board of Technical Education  
Lahore, Pakistan  
2006-2008

### **Diploma of Computer Science**

Mega Soft Institute of Computer Sciences  
Jhang, Pakistan  
2007-2008

## Personal Data:

Address	:	National Paint, Sharjah UAE
Marital Status	:	Married
Sex	:	Male
Nationality	:	Pakistani
Age	:	29 years
Language Spoken	:	English, Hindi, Punjabi, Arabic Learner
Visa Status	:	Employment
Driving License	:	Yes