

## AFSHAN GHULAM RASOOL

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### Team Leader

Top-performing Assistant Manager with hands-on experience 5 year+ in delivering powerful results, whilst having 7 years' experience in exceeding sales targets and enhancing profitability. Successfully led a team to deliver a high-profile project, resulting increase of sales revenue. Collaborated with stakeholders to deliver solutions that exceeded customer expectations and 95% customer satisfaction. Proven ability to communicate effectively with existing and prospective customers to establish profitable relationships with the sales and F&I departments.

### Areas of Expertise

- Communication & interpersonal skills
- Project Participation
- Microsoft Office
- Problem solving & analytical skill
- Office Administration
- Team Building
- Adaptability
- Performance Management
- collaboration

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### EDUCATION

**Bachelor in Arts | Punjab University 2009-2011**

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### EXPERIENCE HIGHLIGHTS

#### Team Leader At Technify UAE Stock Market Jan 2024 continue

Streamlined workflows, eliminating unnecessary tasks and enhancing overall team performance

- Implemented effective communication and collaboration strategies as team productivity.
- Built and maintained strong relationship with stakeholders, ensuring effective communication and issue resolution.
- Ability to lead, motivate, and develop a team sales representative.
- Effective communication, active listening, and conflict resolution skills to interact team members, customers and stake holders

### **Senior Customer support Executive at Websouls June 2023 -November 2023**

Play a key role in maintaining customer satisfaction, resolving escalated issues, and implementing strategies to improve overall customer support processes.

#### **Key Responsibilities:**

- Handle escalated customer inquiries and complaints, providing timely and effective resolutions.
- Monitor team performance and provide regular performance feedback.
- Develop and implement customer support strategies to improve efficiency and effectiveness.
- Maintain accurate records and documentation of customer interactions and transactions.

### **ASSISTANT SALES MANAGER AT ROZEE.PK 2018 –March 2023**

#### **Customer Service & Sales Professional**

Achieve growth and hit sales targets by successfully managing the sales team. Design and implement a business plan to expand the customer base of the company and ensure its strong presence

#### **Key Accomplishments:**

- Own recruiting, objectives setting, coaching, and performance monitoring of sales representatives
- Build and promote long-lasting customer relationships by partnering with them and understanding their needs
- Present sales, revenue, and expenses reports and realistic forecasts to the management team
- Strong understanding of sale strategies, goal setting and performance management.

#### **PRIOR EXPERIENCE:**

□ **TRAVEL COUNSLOR. AIR BLUE 2017- 2017**

□ **SALES COORDINATOR • TRAVEL CHANNEL INTERNATIONAL PVT LTD • 2015- 2017**

□ **CUSTOMER SERVICES REPRESENTATIVE • PTCL • 2012-2015**