

MUHAMMAD SULTAN

OFFICE MANAGER, TRAINER, CUSTOMER SERVICES, CALL CENTER ,
DIRECT SALES AND TELE SALES

Dynamic Management Professional with Expertise in Office Management, Training, Customer Service, Call Center Operations, and Direct & Tele Sales, Skilled in Leading Teams, Enhancing Client Engagement, and Driving Sales Growth.



Contact

Address

DUBAI, UAE 00000

Phone

+971542917134 / +923128746243

E-mail

mohammadsultan4@gmail.com



Skills

Relationship building	●●●●●
Sales team supervision	●●●●●
Territory Management	●●●●●
Business development and planning	●●●●●



Work History

Since
August 2023

Office Manager

NOOR AL MEZAN CORPORATE SERVICES
PROVIDER, DUBAI, UAE.

- Streamlined office operations for efficiency, managing supplies, IT systems, and administrative tasks like scheduling, correspondence, and record-keeping.
- Oversaw HR functions, including attendance, documentation, and policy compliance.
- Assisted finance with budgeting, expense tracking, reporting, and timely vendor payments.
- Led direct sales initiatives to drive revenue and executed social media campaigns to boost brand visibility and engagement.
- Coordinated promotions, analyzed market trends, and identified sales opportunities.
- Supervised cross-functional teams, fostering collaboration and high performance to achieve organizational goals.

2020-09 -
2023-03

Area Sales Manager

BANK ALFALAH's ASSET MANAGEMENT LTD,
KARACHI

- Exceeded targets by building, directing, and motivating high-performing sales team.
- Built lasting relationships with clients through outstanding customer service interactions.
- Established strong relationships with major accounts and key decision-makers to increase sales in designated territory.

Account management ●●●●●

MS Office ●●●●●

Presentational Skills ●●●●●

Team management ●●●●●

MIS management ●●●●●

Customer services ●●●●●



Awards

- Best Area Sales Manager 2021 ALFALAH AMC.
- Best Area Manager 2019 ABL FUNDS.
- Highest Revenue Generator 2019 ABL FUNDS.
- Champion Award 2018 1st Quarter 2018 NBP
- Champion Award 2018 2nd Quarter 2018 NBP
- Maximum No Of Accounts 2017 NBP
- Highest AUM 2017 NBP
- Best Team 2014 MBL
- Call Center officer of the year 2013 MBL
- Punctuality Award 2013 MBL
- Best CSR 1st Quarter 2011 Mobilink
- Best CSR 4th Quarter 2011 Mobilink
- Best Call Quality 2011 Mobilink
- Highest Sales 2nd & 3rd Quarter 2010. Trakker Pvt Ltd

2018-08 -
2020-09

Area Manager

ABL FUNDS LTD, KARACHI (ALLIED BANK)

- Assessed reports to evaluate performance, develop targeted improvements, and implement changes.
- Developed sales strategy based on research of consumer buying trends and market conditions.
- Improved process efficiency by implementing new cart retrieval process and correcting poor work habits.
- Brought in exceptional candidates to boost team productivity and operational efficiency.

2018-08
2016-07 -

Assistant Sales Manager

NBP FUNDS, KARACHI (NATIONAL BANK)

- Demonstrated exemplary customer service by engaging clients on sales floor.
- Trained new associates in successful sales and performance strategies.
- Assisted sales team with completing customer transactions and managing issues.
- Coached sales associates in product specifications, sales incentives, and selling techniques, significantly increasing customer satisfaction ratings.

2015-12 -
2016-06

WEALTH MANAGER

ALAMEEN FUNDS, KARACHI (UNITED BANK)

- Devised comprehensive financial plans for clients to achieve short and long-term financial goals.
- Presented financial plans and investment recommendations to clients.
- Analyzed financial needs of clients and developed tailored strategies to meet goals.
- Monitored and updated financial plans to comply with client goals.
- Educated clients on financial topics and best practices

2012-02 -
2015-11

Floor Supervisor – Phone Banking Customer Services / Tele sales

MEEZAN BANK LTD, KARACHI

- Achieved high satisfaction rating through proactive one-call resolutions of customer issues.
- Supervised 40 call center agents in providing excellent customer service to callers requiring assistance for sales and Customer services issues.
- Monitored call quality and provided individual constructive feedback to enhance performance and address areas in need of improvement.
- Developed process controls and metrics for daily management of call center.
- Trained team members on performance metrics and consumer behavior identification.
- Improved organizational efficiency by effectively recruiting new hires and supporting management with personnel decisions.
- Executed Monthly Performance Plans with representatives to identify production gaps.
- Increased efficiency and productivity through effective staff training regarding customer service protocols and call resolution techniques.

2010-11 -
2012-02

Customer Services Representative

MOBILINK PAKISTAN LTD, KARACHI.

2009-08 -
2010-11

Tele Sales Executive

TRAKKER PVT LTD, KARACHI



Education

2009-07
2007-07 -

Master of Commerce: Finance

UNIVERSITY OF KARACHI - KARACHI, PAKISTAN

2000-08 -
2004-12

Bachelor of Commerce

GOVT NATIONAL COLLEGE - KARACHI, PAKISTAN