

Humaira Salman

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OBJECTIVE

To seek a challenging position in a dynamic organization to demonstrate my KSAs on the basis of my extensive experience.

PROFESSIONAL EXPERIENCE

Public Relationship Officer

World Group (Montessori World & The Educational World)

Since March 2018 to December 2020

- Performing multitasks and maintain a bond among students, parents, colleagues and management.
- Checking and maintain the attendance records of all the employees/teachers.
- To attend all the parents/students quires and resolve them to their entire satisfaction. Maintain the record of electronic complaint and send them to HD.
- Welcome visitors, provide information, arranging meeting with V.P
- Issuance of fee voucher and post all vouchers in software coordinate with HD.
- Update email record and correspondence with parents and HD staff and other units.
- Purchasing, supplying and maintaining record of stationery items, preparing vouchers for Petty cash Expenses.
- Maintaining files records.

Customer Relationship Executive

Swift Shipping Company

Since November 2014 to February 2015

- Communicate with customer on shipping schedule, pricing, product availability, product/shipping documentation, sample request and loading requirements, and order confirmation.
- Offering competitive rates at best possible price to the local customers.
- Maintain and update system database regarding customers, products, suppliers, pricing.
- Ensure timely and safe delivery of shipments across the world
- Execution and planning analyses of work processes in operative logistics
- Assist in providing solutions in air / ocean freight services on all significant trade route
- Assist in providing client with regular updated schedule for end to end supply chain visibility

Business Development Manager

INTERNATIONAL TRADE LINKS

Since July 2012 to March 2014

- Initiate marketing strategies and coordinate actions to influence the market.
- Clarify goals and reach agreement maintaining the interests of all parties.
- Strategic Consulting, including business plan & sales strategy development.
- Advising new businesses on formation of corporations and business structures, drafting privacy policies and structuring commercial transactions.

- Generated new development deals.
- Forwards information by receiving and distributing communications; collecting and mailing correspondence, copying information.
- To search and follow up potential customers in Pakistan market.
- To fulfill their business needs and requirement and provide best services.
- Report and discuss each critical issue to management.

Sr. Customer Relations Executive

Dec 2010 to Jun 2012

TOYOTA CENTRAL MOTORS

- Proactively develops and improve products and services.
- Understanding current and potential customers.
- Developing the marketing strategy and plan.
- Managing the customer journey (customer relationship management).
- Making customer focused decisions.
- Ability to discuss strategic and sensitive issues.
- To find root cause of the customer complaints.
- To resolve customer complaints on time.
- To leave grievances b/w customer and sales or service executive.
- Report to the top management to take action on serious complaints.
- Make plans to generate business from different channels.

Sales Coordinator

Jun 2009 to Nov 2010

TOYOTA CENTRAL MOTORS

- Coordinate sales efforts in reaching or exceeding sales targets and goals.
- Coordinate marketing efforts to maximize business opportunities.
- Develop future sales projections and coordinate efforts to achieve outcomes.
- Assist and support sales personnel in expanding customer base.
- Coordinate administrative sales staff in maintaining customer databases.

Office Assistant

Sep 2008 to May 2009

INTERNATIONAL TRADE LINKS

- Forwards information by receiving and distributing communications; collecting and mailing correspondence, copying information.
- To search and follow up potential customers in Pakistan market.
- To fulfill their business needs and requirement and provide best services.
- Report and discuss each critical issue to management.

Customer Relations Officer

Dec 2003 to Dec 2006

UNION BANK

- Proactively develops and improve products and services.
- Understanding current and potential customers.
- Developing the marketing strategy and plan.
- Managing the customer journey (customer relationship management)
- Making customer focused decisions.
- Ability to discuss strategic and sensitive issues

EDUCATION

- H.S.C (Commerce) from Karachi 2002-2003
- S.S.C (Science) from Karachi 2000-2001

INTEREST

- To meet with people and Discus about the Inventions and Endorsement of Computer.
- To attend seminars and Conferences regarding Business and Concept Development.
- Participation in workshops for boosts my skills.
- To meet professional colleagues and share views.
- Learn skills and information from internet and online conferences.
- Team Building & Management.
- Budget Preparation/Administration.

REFERENCE

Will be furnished upon request