



FAIZULLAH-GUL

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Objective

Driven professional with extensive experience in customer relations, administration, HR management, and marketing, seeking to leverage diverse skills and expertise in a dynamic organization. Committed to delivering exceptional results and fostering positive relationships with clients, stakeholders, and team members. Eager to contribute strategic vision and leadership to drive growth and success.

Education

- **Bachelor of Arts**
Peshawar University Pakistan

- **Faculty of Science (FSC)**
Board of intermediate and secondary education Karachi Pakistan

- **Metric (10th Standard)**
Board of Intermediate and Secondary Education Peshawar Pakistan

Skills

- Ability to remain calm and composed in challenging Situations.
- Leadership skills and the ability to influence and motivate teams.
- Detail-oriented with strong organizational skills.
- Professional demeanor and excellent interpersonal skills.
- Exceptional time management and multitasking abilities.
- Have outstanding interpersonal skills.
- Have sound judgment and decision-making skills.

Employment History

Toyota Khyber Motors Pvt.Ltd (November 2023 Till Date)

Performing duties as

Manager Customer Relations / Administration & PA to CEO

CR Responsibilities

- Ensure that customers receive exceptional service throughout their interactions with the dealership. Monitor customer feedback and satisfaction metrics to identify areas for improvement.
- Act as a point of contact for escalated customer issues or complaints. Work with the CR team to address concerns promptly and effectively, aiming for a resolution that satisfies the customer and preserves the dealership's reputation.

- Conduct regular performance evaluations and offer constructive feedback for improvement.
- Collaborate with other departments, such as sales, service, and finance, to streamline processes and ensure a seamless customer experience. Identify bottlenecks or inefficiencies in customer relations procedures and implement solutions to optimize workflow.
- Develop and implement strategies to foster long-term relationships with customers, including loyalty programs, follow-up communication, and personalized services. Aim to increase customer retention rates and encourage repeat business.
- Ensuring that the CR team adheres to company policies, industry regulations, and ethical standards in all customer interactions.
- Uphold the Toyota brand image and values in all customer interactions. Foster a positive and professional atmosphere within the CR team and strive to exceed customers' expectations at every touchpoint.

Axis Mall & Apartments Faisal Town Islamabad (A project of Toyota Khyber Motors Pvt. Ltd)
Feb 2020 TO Oct 2023

Performing duties as

1. Manager Administration & HR

- Oversee the smooth functioning of the office and manage administrative operations.
- Managing office supplies, equipment, and maintenance, and ensuring a clean and organized work environment.
- Ensuring efficient allocation of resources. Monitor expenses, review invoices, and make cost-effective decisions to optimize financial performance.
- Implementing company policies and procedures, ensuring compliance with regulations and industry standards. Communicate policies to staff and guide their interpretation.
- Serve as a liaison between different departments and the CEO of the company, facilitating effective communication and coordination.
- Organizing meetings, preparing agendas, and documenting minutes.
- Managing relationships with external vendors, such as suppliers, contractors, and service providers. Negotiate contracts, monitor performance, and ensure timely delivery of goods and services.
- Ensuring compliance with health and safety regulations in the workplace. Implement safety protocols, conduct regular inspections, and coordinate with relevant authorities when required.
- Providing administrative support to construction projects, such as organizing project documentation, maintaining project schedules, and coordinating meetings or site visits.

2. HR Responsibilities

- Developing and executing recruitment strategies to attract and hire qualified candidates.
- Coordinate job postings, screening, interviewing, and selection processes.
- Collaborate with hiring managers to understand staffing needs and align recruitment efforts.
- Promote a positive work environment by addressing employee concerns, resolving conflicts, and fostering open communication.
- Interpret and enforce company policies, ensuring fair and consistent treatment of all employees.

3. Personal Assistant to the CEO

- Arranging and coordinating appointments, meetings, and events to ensure optimal time utilization.
- Prioritize and align meetings with the CEO's strategic goals, ensuring their participation in critical discussions.
- Act as a bridge of communication between the CEO and internal/external stakeholders, filtering and relaying information accurately and promptly.

- Drafting correspondence, presentations, and reports on behalf of the CEO.
- Introduce and implement efficient systems to manage workflow, enhancing the CEO's productivity and reducing administrative burdens.
- Handle sensitive and confidential information with the utmost discretion, maintaining the CEO's privacy and trust.

4. Manager Sales & Marketing

- Developing and implementing sales strategies to achieve company targets and objectives.
- Providing guidance, setting sales targets, monitoring performance, and providing regular feedback.
- Building and maintaining strong relationships with existing and potential customers. Providing excellent customer service, addressing inquiries and concerns, and ensuring customer satisfaction throughout the sales process.
- Monitoring and analyzing market trends, competitor activities, and sales data. Preparing regular reports on sales performance, market conditions, and customer feedback. Use of insights to identify areas for improvement and develop strategies accordingly.
- Preparing and delivering convincing sales presentations to potential clients. Conduct negotiations, handle objections, and close sales deals, ensuring mutually beneficial agreements for both the company and the customers.

Toyota Khyber Motors Pvt.Ltd (APRIL 2018 to Feb 2020)

Manager Marketing & Recovery

- Developing and executing integrated marketing campaigns across various channels, including digital, traditional media, events, and promotions.
- Create compelling content and messaging that highlights Toyota vehicles, features, promotions, and after-sales services.
- Engaging with both governmental and private entities, and showcasing the range of dealership services.
- Administering internal surveys to gather customer feedback regarding the quality of services provided and their overall satisfaction level.
- Coordinate with the service and parts departments to promote after-sales services and customer retention.
- Creating a presentation and delivering it during weekly departmental performance meetings to the CEO.

Recovery responsibilities

- Monitoring and tracking overdue accounts for servicing, parts, and other dealership transactions.
 - Initiating contact with customers who have outstanding payments through phone calls, emails, and letters to discuss payment options and arrangements.
 - Preparing regular reports detailing the status of recovery efforts, outstanding accounts, and successful resolution cases.
 - Present recovery performance metrics to dealership management on a weekly & monthly basis.
 - Communicating with customers professionally and empathetically to understand their financial circumstances and establish a collaborative approach to resolving outstanding dues.
 - Providing clear explanations of outstanding balances, charges, and payment terms to ensure transparency and clarity.
 - Ensuring adherence to legal and regulatory guidelines while pursuing debt recovery actions.
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Evaluator

- Conducting Theory exams of All Vehicle categories in English, Urdu and Pashtu.
(L-Vehicle, Heavy-Vehicle, Heavy Bus, Motorcycle)
- Taking practical tests of parking and bridge (LV-HV)
- Taking PEP (personal evaluation plan) and Assessment tests (LV-HV)
- Checking student history and entering data into the company operation system SRS.
- Printing theory and practical completion certificates.

Theory Trainer

- Conducting theory classes, giving lectures on safe driving and traffic rules of UAE in English, Urdu and Pashtu Language.
(L- Vehicle, Heavy Vehicle, Heavy Bus)

Practical trainer

- Giving internal and external practical training for Light Vehicle.

Sapphire Hotel Apartments Dubai UAE 2007 to 2008

- **Assistant Front Office Manager**

Duties and Responsibilities

- Managing all front-of-the-house operations and employees.
- Performed MOD shifts in the absence of the General Manager.
- Checking all the in-house guests' status and new arrivals daily.
- Allotting rooms to daily arrivals/coordinating with housekeeping executives.
- Attending meetings with the General Manager and all the senior Executives.
- Making training schedules and training the Staff.
- Giving refreshing courses to all front office employees on hotel service standards
- Taking care of VIPs in-house and meeting them personally to make sure their stay is comfortable.

The Fairmont Dubai, Dubai UAE 2003 To 2007

- **Concierge**

Duties and Responsibilities:

- Assist guests with their inquiries, requests, and needs.
- Provide information about the hotel's facilities, services, and nearby attractions.
- Helping guests with travel arrangements, including booking flights, arranging airport transfers, and providing information about local transportation options.
- Resolving guest problems effectively and efficiently, ensuring that guests' concerns are addressed promptly.
- Curating extraordinary experiences for guests, making their stay as comfortable and enjoyable as possible.