



SAJID HAROON

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ACADEMIC QUALIFICATION

YEAR	QUALIFICATION	INSTITUTE	LOCATION
2001	MBA (E-commerce)	CECOS University	Peshawar
1999	BA (Arts)	University	Peshawar
1997	FSC (inter Science)	Edwards College	Peshawar
1995	SSC (Science)	Snt Mary School	Peshawar

PERSONAL PROFILE

- Good listener, caring and compassionate.
- High integrity and honesty ethical and socially aware.
- Reliable and dependable in meeting objectives.
- Solid approach to achieving tasks and objectives, determined and decisive.
- Excellent administrative skills and ability to handle various customer services.

PERSONAL DETAILS

Address : House 128,sector P2,street2,phase4, Hayatabad Peshawar KPK Pakistan.
Nationality : Pakistani
Date of Birth : 08-04-1979
Visa Status : No Visit Visa
Languages : English /Urdu/Pashto /Hindi
Marital Status : Married
Gender : Male
Email Address : Sajidharoon516@gmail.com

PROFESSIONAL WORK HISTORY

2004 to 2008

**MANAGER – CUSTOMER SERVICE DEPARTMENT
INSTA PHONE & Ufone PESHAWAR PAKISTAN
(Telecommunication Company for Mobile Phones)**

KEY ROLES RESPONSIBILITIES:

- Reporting to the Director of the Company.
- Imparting the information about the company and the correct procedure to get the mobile lines.
- Providing product details to the Staff.
- Dealing with correspondence, writing daily, weekly and monthly reports to the Director, ensuring decisions made are communicated to the relevant people.
- Process, review, and analyze reporting from different branches and outlets.
- Dealing with personnel administration.
- Maintain the quality presentation of the branch and staffs.
- Arranging internal meetings with Director for the improvement of the business.
- Reporting to the higher authorities regarding their issues & solving those problems.
- Giving business targets to the team members on monthly basis & helping them to achieve their monthly targets.
- Maximizing sales and business development for the company by offering top range products to make the customer's application process easier to obtain a driver's license.
- Agreeing a course of action with the customer.
- Ensuring the customer receives the assistance needed to implement the recommendations.
- Checking on customer satisfaction with purchase, discovering future needs.
- Ensuring 100% Customer and Staff Satisfaction.

PROFESSIONAL WORK HISTORY

2009 to 2011

MANAGER

(subway restaurant peshawar)

Key Roles & Responsibilities:

- Handling and maintaining responsibilities for the departments below:
- Recruiting Training and supervising staff.
- Promoting and marketing business.
- Over seeing supplies, ordering supplies, checking stock level.
- Keeping statistical and financial records.
- Making improvements to the running of the business and developing the restaurant.

ASSISTANT MANAGER

2012 to 2014

(Pakistan international Human Rights Organization)

Key Roles & Responsibilities:

- Handling and maintaining responsibilities for the Departments below:
- Recruiting, training and supervising staff.
- Prepare daily works plants for the enumerators along with route plan.
- Prepare list of community activities and local leaders for the survey.
- Maintain close liaison with local community leaders
- Worked as a field enumerator in consultation with other team members.

2015 to 2020

MANAGER PRACS

(Pakistan Railway advisory & consultancy services)

Key Roles & Responsibilities:

- Heading and maintaining responsibilities for the departments below:
- Recruiting, training and managing staff.
- Prepare daily works plans for the enumerators along with route plan.
- Dealing with personnel administration.
- Highly skilled in supervising the operations of trains assuming freight responsibilities.
- Hands on experience in building trains according to rules and clients' needs

TECHNICAL SKILLS

- ▣ Computer skills (Word, excel, PPT and outlook), internet, emails etc.
- ▣ Web page designing (E-Commerce Concepts, HTML, Front Page Uploading)
- ▣ Office Automation (Window, 98, 2000, XP, MS Word, MS Excel, PPT)
- ▣ Excellent Communication /Supervisory Skills.
- ▣ Detail oriented and organized quick learner.
- ▣ Customer friendly behavior, confident in interacting with individuals from all nationalities and origins.
- ▣ High self worth and able to build and excellent relationship within a team.
- ▣ Self confident and have problem Solving abilities.
- ▣ Friendly, open to comments to improve my work.
- ▣ Possesses high level of determination to successes.
- ▣ Adaptable to new technologies and environment.

Dear Sir/Madam:

Thank you for kindly taking the time to consider my letter.

I am MBA qualified and I am interested in working with your highly esteemed organization. I have an experience as Manager, Administration, Marketing, and Customer Services and I am requesting your to consider my application for a Current position in your company.

As a determined individual, I am sure that I will perform my work properly and achieve organizational goal with sincerity and dedication.

Please find enclosed my resume outlining my experience to date and key skills. I would welcome the opportunity to discuss my application with you and look forward to heaving from you soon. Please feel free to contact me for any further clarification.

Yours Sincerely,
Sajid Haroon .