



ZOHAIB FAZIL KHAN

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OBJECTIVE

A young professional working towards a degree in Bachelors of Business administration. To enhance and polish my skills and abilities with your organization, and to give my service to your organization.

EXPERIENCE

Jan,2024 - Present

Assistant Marketing Manager South • Maple Leaf Cement Factory Pvt Ltd

- ✦ Head of direct to painter and contractor sales of two different regions – Karachi- Hyderabad and Upper South Punjab.
- ✦ Analyzing geographically potential areas and setting monthly targets along with the Head of Sales and Marketing.
- ✦ Conduct training sessions monthly to boost sales skills in a team.
- ✦ Monitoring and evaluating the daily progress of on-field teams.
- ✦ Maintain schedules of marketing initiatives.
- ✦ Perform market research and create reports on marketing performance.
- ✦ Supervising a team of 12 lead managers.

Feb,2023 - Dec,2023

Assistant Community Manager • SIAR-DIGITAL X ASIM JOFA

- ✦ Researching Brand products and Policies.
- ✦ Focus on ecommerce conversion and guiding the customer towards purchasing.
- ✦ Providing the internal teams visibility on core customer complaints and concerns to help improve the overall journey towards conversion and eliminate any roadblocks from the customer end.

- ✦ Coordinate and delegate the task to the appropriate person of the team.
- ✦ Answering questions about products, shipping rates, billing issues, return policies, etc.
- ✦ Providing customers information about products and services including pricing, availability, delivery options, and order status.
- ✦ Providing customer support via email, phone, or social media channels such as Facebook, Instagram and WhatsApp.
- ✦ Responding to questions about products, shipping, returns, exchanges, and other topics.
- ✦ Providing customer service and troubleshooting issues with various ecommerce platforms such as Shopify / Internal platforms.
- ✦ Creating and maintaining records of customer interactions with the company or its affiliates.
- ✦ Ensure all tasks are completed within set KPIs.

Jan,2022 - Jan.2023

Business Development Associate • HEALTHWIRE.PK

- ✦ Meet prospective clients, execute effective product demonstrations, emphasizing product features and benefits with a focus on the value of the solution.
- ✦ Prospect, educate, qualify, and generate interest for Sales Opportunities.
- ✦ Follow up with prospective clients and should be an expert in closing deals.
- ✦ To provide world-class service to the customers assigned to him and ensure that all of his actions are User-first.
- ✦ Providing suggestions to improvise on sales and marketing strategies.
- ✦ Assist with the implementation of new operational strategies based on customer feedback.

Dec,2020 - Dec,2021

Territory Manager • LEFLAY FOODS

- ✦ Direct the sales team, teaching them important elements of the company product.
- ✦ Analyze the sales records of individual team members and the entire staff in order to understand what areas the associates need more guidance.
- ✦ Building relationships with convenience stores within a specific territory.
- ✦ Representing the company's brand in meetings.
- ✦ Continuously contributing to the improvement of processes within a territory.
- ✦ Having regular conversation with sales team members.

Apr,2020 - Nov,2020

Sales Representative • STANDARD PNEUMATIC

- ✦ Having meetings with potential clients to analyze their needs and present appropriate solution.
- ✦ Greeting key customers in courteous manner.
- ✦ Maintaining positive business relationships to ensure future sales.

Jan,2020 - Mar,2020

Sales Intern • BERGER PAINTS PVT LTD

- ✦ Learn how to identify best sellers.
- ✦ Conducting research and gathering information through market survey or by speaking to staff.

2

EDUCATION

Bachelors Of Business Administration (BBA)

IQRA UNIVERSITY 2018-2022

Higher Secondary Certificate (HSC)

GOVERNMENT COMPREHENSIVE COLLEGE 2015 – 2017

Secondary School Certificate (SSC)

SM PUBLIC ACADEMY 2013 – 2014

Hafiz-ul-Quran (HIFZ)

AL HUDA SCHOOL 2002 – 2012

SKILLS

- ✦ Time Management Skill.
- ✦ Interpersonal skills.
- ✦ Team Management Skill.
- ✦ Loyal And Motivated.
- ✦ Computer Skills.
- ✦ Copy Writing.
- ✦ Project Management.
- ✦ Community Management

COMMUNICATION

An effective communicator at all levels.