



# Samia Anaam

## PERSONAL PROFILE

I am a hardworking, conscientious individual who enjoys interacting with people. I consider myself as a highly motivated and committed individual with a keen interest in sales. I have been part of a fast paced, target oriented and customer focused environment. An excellent communicator and leader with an emphasis on utilising the strengths of colleagues and creating an environment of forward thinking ideas driven by business needs, sales targets and innovative marketing solutions.

To use my sales and marketing oriented skills in the best possible way for achieving the company's sales goals

## PERSONAL DETAILS

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## ACADEMIC QUALIFICATION

**Masters in International Relations** from **University of Karachi** in 2011-2013.

**Bachelors of Commerce** from **Govt. Girls Degree College (Zamzama)** in 2008-2010.

**Intermediate in Commerce** from **ST. Joseph's College for women** in 2006-2008

**Matriculation in Science** from **New ST. Andrew's School** in 2006

## PROFESSIONAL QUALIFICATION

**2013-Photography** from **Indus Valley (IVS)**

**2011-MS Office** from **TIPS**

**2010-Multimedia(CIM)** from **Arena Multimedia**

**2009-Montessori Directress Training** from **International Montessori System (Georgia Silver Spring USA)**

**2007-Enrolled in the "CAT" (T1-T2)** from **College of Accounting and Management Science**

**2006-English Language**

## CAREER HISTORY

### IBEX

Quality Assurance Advisor(Walmart)

(Pakistan)

May 2022 – Present

#### Responsibilities:

- Preparing and implementing quality assurance policies and procedures.
- Identifying and resolving workflow and production issues.
- Ensuring that standards and safety regulations are observed.
- Addressing and discussing issues and proposed solutions with superiors.
- Documenting quality assurance activities and creating audit reports.
- Making recommendations for improvement.

Customer Service Specialist(Walmart)

Oct 25, 2021 – Present

#### Responsibilities:

- Maintaining a polite, helpful, and professional manner at all times.
- Answering phones from customers professionally and responding to customer inquiries and complaints.
- Completing call notes and updating them in the CRM.
- Managing large amounts of inbound and outbound calls in a timely manner.
- Following call center "scripts" when handling different topics.
- Identifying customers' needs, clarify information, research every issue and providing solutions.

### AXACT

International Sales Senior Executive

(Pakistan)

Sep, 2017 – Jan 30, 2018

#### Responsibilities:

- Responsible for providing quality sales and customer support services through inbound and outbound calls, live chat and emails on the basis of provided guidelines.

## AREA OF EXPERTISE

Client Interaction

Customer retention

Advising Customer

Maximising sales

Customer Satisfaction

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## TECHNICALSKILLS

MS Office

Information Management

CRM Portals

Cinematography

Mobile Marketing

Email Marketing

SEO Tools

Website development

Social media expertise

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## CORESKILLS

Strong marketing development strategy skills

Research and Planning

Confident communicator

decision maker

up selling

Team-oriented

Approachable

Positive attitude

Influencing skills

Creative thinking

Building relationships

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## CAREER STATEMENT

*"I feel that my greatest strengths are my ability to develop and maintain a close working relationship with my customers. This allows me to gain an in-depth understanding of their individual needs and requirements. I can then deliver a professional response to them."*

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## REFERENCES

References, Experience letters and recommendation letters will be available on request.

- Providing quality sales and customer support services.
- Maximizing sales opportunities across existing clients.
- Ensuring that all sales administration and customer service activities run smoothly.
- Maintaining accurate records of the total number of sales made, potential and existing customers.
- Identifying promising prospects through cold-calling, networking, and customer referrals.
- Providing support to less experienced Sales Representatives as needed.

## PAC AND COPY

Digital Sales and Support Specialist

(Pakistan)

May 15, 2017 – Sep, 2017

Responsibilities:

- Demonstrating and presenting products.
- Listening to customer requirements and presenting appropriately to make a sale.
- Maintaining and developing relationships with existing customers in person and via telephone calls and emails.
- Maintaining accurate records.
- Respond to inbound chat inquiries.
- Keeping track of sales targets.

## CUBE XS WEATHERLY

Senior Sales Executive

(Pakistan)

Jan 2017 – May 2017

Responsibilities:

- Listen and respond to customers' needs and concerns.
- Provide information about products and services.
- Respond to inbound chat inquiries.
- Keeping track of sales targets.
- Answering phone calls.

## RAINBOW GULF SOLUTIONS LLC.

Businesses Development Executive

(Dubai)

Feb 2016 –Dec 2016

Responsibilities:

- Researching organizations and individuals online to identify new leads and potential new markets.
- Contacting potential clients via email or phone to establish rapport and set up meetings.
- Preparing PowerPoint presentations and sales displays.
- Contacting clients to inform them about new developments in the company's products.
- Developing quotes and proposals.
- Attending meetings and industry events.
- Present the product or service favorably and in a structured professional way face-to-face.

**AXACT***(Pakistan)*

International Sales and Support Executive

May 2014 – May 2015

*Responsibilities:*

- Responsible for providing quality sales and customer support services through inbound and outbound calls, live chat and emails on the basis of provided guidelines.
- Providing quality sales and customer support services.
- Maximizing sales opportunities across existing clients.
- Manage products sales and inquiries from assigned international sales territories.
- Ensure businesses have appropriate sales support and customer service.
- Research and identify market product data, industry trends and competitor information for development of new strategies.

**TRG***(Pakistan)*

Customer Service Representative

Sep 2012 – Oct 2013

*Responsibilities:*

- Handled incoming calls from policyholders and customer's.
- Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
- Provided quotes and executed online policy changes for auto, home and excess liability.
- Used consultative selling techniques to provide leads for telesales personnel.
- Maintains customer records by updating account information.

**HIGH RISE ACADEMY***(Pakistan)*

Montessori Directress

Nov2011 – Jul 2012

*Responsibilities:*

- Carry out planned, activity based lessons
- Demonstrate various exercises and supervise the kids as they practice
- Maintain progress charts and communicate the child's progress to parents during parent
- Teacher meetings
- Maintained a stimulating classroom environment
- Weekly updated bulletin boards as per weekly themes
- Facilitated students in cognitive, psycho social and cultural development utilized all age specific sensorial material effectively.