



KHURAM SHAHZAD

High performing, result oriented and dependable automotive professional with 7 years of experience in sales administration & customer service. Excels in customer service, project management, revenue budgeting & forecasting. Committed to excellence and teamwork.

EXPERIENCE

SALES COORDINATOR - SEP. 2019 - JAN. 2020 SWAIDAN TRADING COMPANY LLC - Dubai, UAE

- Provide assistance to the sales team for their day to day sales activities.
- Handling of warranty of vehicle
- Coordination with technical team to complete PDI
- Coordination with logistics team to deliver the vehicle to the customer or their respective location
- Preparation of work orders
- Preparation of sales invoices
- Preparation of monthly sales reports for national sales manager
- Issuance of VCC (Vehicle Clearing Certificate) after checking all payments
- Maintaining stocks at every location

SALES SUPPORT COORDINATOR - JAN. 2018 - JAN. 2019 CENTRAL MOTOR AND EQUIPMENTS LCC - Dubai, UAE

- Implementation of inquiry procedure to improve the response time avoid any delays
- Preparation of monthly management meeting slides
- Coordination with concerned departments for events arrangements.
- Ordering parts from the principals
- Arrangement of monthly ordering meeting with sales teams
- Monitoring of commercial agreements
- Implementation of warranty procedure
- Look after the promotional activities
- Coaching of related staff for day to day activities
- Preparation of monthly and quarterly incentive report
- Ensured the submission of monthly report to principal
- Preparation of monthly stock disposal report
- Coordination with principal such as Bosch, Knorr & Bremse, Valeo, Osram, Kendal

SALES SUPPORT ASSISTANT - MAY. 2014 - DEC. 2017 CENTRAL MOTOR AND EQUIPMENTS LCC – Abu Dhabi, UAE

- Provided the price and availability information to the customers
- Coordination with principal such as Bosch, Valeo, Osram, Knorr Bremse, Cyclo, Kendall to procure the required parts
- Coordination with principal to get the prices, lead time and ETA (estimated time of arrival) information
- Placement of orders for the customers [preparing purchase requisitions & purchase orders if required]
- Coordination with various internal departments.

Dubai , UAE

iemkhuram@gmail.com

058-3051140

Light Vehicle

Visit visa

Pakistani

10-10-1986

SKILLS

● Sales Administration
● Time Management
● Record Management
● Customer Relation
● Account Management
● Project Management
● Presentation designing
● Purchase Requisition
● Order Management
● Warranty Management

LANGUAGES

● English
● Urdu
● Hindi
● Punjabi

SOFTWARES

- Microsoft Excel
- Microsoft Powerpoint
- Microsoft Word
- AutoLine
- IGrow
- Oracle
- Epicor
- TecDoc

- Generation & analysis of the month sales reports
- Preparation of CRM activities analysis
- Active participation in perpetual and annual inventory counts

● CUSTOMER RELATION OFFICER - APR. 2013 - OCT. 2013 SUZUKI GUJRANWALA MOTORS PVT LTD – Gujranwala, PAKISTAN

- Conduction of Maintenance Reminder calls for maintenance
- Conduction of post service follow up
- Registration and handling of customer complaints
- Coordination with aftersales service and parts department to handle the customer complaints

● ACCOUNTANT - JAN. 2012 - MAR. 2013 DAR CERAMICS PVT LTD – Gujranwala, PAKISTAN

- Worked as an Accountant in Dar Ceramics Pvt. Ltd Pakistan (leading importer of Spanish, Italian tiles exporters)

EDUCATION

● MBA FINANCE - MAR. 2012 GIFT UNIVERSITY – Gujranwala, PAKISTAN

B.COM - SEP. 2008
UNIVERSITY OF THE PUNJAB – PAKISTAN