

# USMAN ZIA TIRMIZI

Languages: English/Urdu

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## PROFESSIONAL EXPERIENCE

**Organization:** SBT JAPAN

Organization Type: Automotive

Designation: International Business Coordinator

Tenure: May 2017 – Present

- Responsibilities:
- Conduct sales in the assigned market.
  - Business dealing with international client.
  - Negotiate and closing of deals.
  - Ensure excellent support is provided to the customer.
  - Call prospective clients and convince them enter or to repeat business with company.
  - Maintain relationship with existing customers via telephone calls and answering emails.

## PROFESSIONAL EXPERIENCE

**Organization:** USMAN AUTOS

Organization Type: Automotive

Designation: Self Employed

Tenure: May 2014 – Jan 2016

- Responsibilities:
- Increased sales by providing customers with expert automotive diagnostics and repair services.
  - Managed inventory to ensure parts availability.
  - Resolved customer complaints to mutual satisfaction.
  - Obtained product knowledge for customer support.
  - Retrieved items for customer from back room and assure the product is the correct for the vehicle's issue.
  - Balancing the daily records at the end of each day.
  - Operationalize strategic initiatives into processes that across all sales in order to create a consistent customer experience.
  - Conduct regular and periodic visits customers to evaluate the sale activities and quality standards are in line with corporate.
  - Maintaining monthly, weekly and daily reports of Sales.
  - Building strong relationship with customers and ensuring best customer service experience.

**Organization: TOYOTA SOUTHERN MOTORS, KARACHI - PAKISTAN**

Organization Type: Automotive (Body and Paint Dept)

Designation: Assistant Manager

Tenure: Sept 2013 – April 2014

- Responsibilities:
- Monitor body and paint sector operations to achieve and strive to exceed all targets through an efficient Paint & Body operation.
  - Monitor progress in achieving departmental goals in the areas of service and profitability
  - Coordination with service advisors.
  - Increase the volume of work by developing the Paint & Body reputation for quality and excellence
  - Maintained effective working relationships with customers and colleagues.
  - Ensured optimal levels of customer satisfaction and maintained department profit.
  - Supported other departments such as New and Used Car Sales, Parts, Service and Warranty.
  - Customer handling & Handle come back jobs.

**Organization PICT (Pakistan International Container Terminal) Karachi -Pakistan**

Designation: Assistant Supervisor

Tenure: April 2010 - Sept 2013

- Responsibilities:
- Responsible for interacting with the clients and solving their queries.
  - Managing inbound and outbound port operations
  - Maintaining the record of customer interactions and follow up with clients.
  - Provided feedback of the clients to the concerned departments and authorities so as to improve the services.
  - Handled customer interactions
  - Data entry for export containers ( generating MR )
  - PODs verification of containers before loading
  - Coordinate with operations department on matters related to container nos., seal's nos. of containers. (Export).
  - Responds to manager's priorities and keeps manager informed.
  - To complete other work tasks as deemed necessary and appropriate by management.
  - Using of Database software (Container Tracking Information System), Navis.

## **ACADEMIC QUALIFICATION**

### **2015 – MBA (Supply Chain) in progress**

Mohammad Ali Jinnah University - Karachi, Pakistan

### **2009 – BBA (Marketing & Finance)**

Preston University - Karachi, Pakistan

### **2004 - Intermediate (Higher Secondary School Certification)**

Board of Intermediate - Karachi, Pakistan

### **2000 - Matriculation (Secondary School Certification)**

Board of Intermediate - Karachi, Pakistan

## **SKILLS**

- Good Communication Skills.
- Dedicated to exceptional customer service, able to cultivate positive report and nature relationships by offering service beyond expectations.
- MS-Excel, MS-PowerPoint, MS-Word, Internet & E-mail applications
- Strong analytical skills, capacity to relate to all levels of management, staff and customers.
- Considerable Problem Solving approach.

## **PERSONAL INFORMATION**

Father's Name	Hasan Zia Tirmizi
Marital Status	Single
Date of Birth	15-08-1984

## **REFERENCE**

Will be furnished on demanded.