

Muhammad Ahmed Malik

Tele sales & Customer Support

CONTACT

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EDUCATION

MATRICULATION

Govt. Islah e Muashra Shadbagh Lahore
2021-2023

INTERMEDIATE

Govt. Civil Line College Lahore
2023-2025

SKILLS

- Active Listening
- Adaptability
- Critical Thinking
- Fluent English
- Problem-Solving
- Computer Literacy
- Cooperation
- Strong Communication

ABOUT ME

Energetic and goal-oriented Telemarketer with a strong background in sales, customer service, and lead generation. Skilled in building rapport over the phone, handling objections, and consistently meeting or exceeding performance targets. Experienced in using CRM tools and working effectively in fast-paced, results-driven environments. Committed to delivering excellent customer experiences and driving business growth.

WORK EXPERIENCE

• TELEMARKETING

ATR Sales & Marketing Services

2022 - 2024

- Make outbound calls to potential customers to promote products or services
- Answer inbound calls and respond to customer inquiries
- Schedule follow-up calls or appointments with interested leads
- Provide excellent customer service to build rapport and trust
- Collaborate with team members and report performance to supervisors
- Handle objections professionally and work to overcome resistance
- Achieve daily, weekly, and monthly sales or lead generation targets
- Maintained accurate records of calls, sales, and customer interactions in CRM systems
- Met key performance indicators (KPIs) in a high-pressure, fast-paced environment