



# Danish Javaid

Operations Manager - Sales Manager

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## Languages

- English
- Danish
- Urdu

## About

With over a decade in retail, specializing in sales and operations, I excel in staff motivation, customer service, and meeting sales targets. Skilled in adapting to various retail settings, I'm passionate about enhancing team performance and driving sales through effective communication and innovative strategies.

### BRANDS WORKED WITH

- Axact Pvt
- IZ TELECOM
- J Telemarketing
- OF ARTS, Islamabad model

## Experience



### ● Manager Operations

J Telemarketing | Oct 2015 - Feb 2024

- Drove performance of staff by creating incentives and positive work atmosphere and administering recognition and rewards programs
- Evaluated employee performance on Daily basis and coached and trained 45 team members, increasing quality of work and employee motivation
- Administered monthly and annual reviews to direct reports and set clear and measurable goals, action plans and follow-up procedures.
- Identified and corrected deficient performance and behaviors to achieve maximum productivity.
- Resolved customer service issues by finding immediate solutions, increasing customer confidence and decreasing escalations to executive office

### ● Sales Executive

Axact Pvt | Apr 2014 - May 2014

- Increased revenue by implementing effective sales strategies in all aspects of sales cycle process from prospecting leads through close.
- Maintained detailed records of sales progress, inventories and marketing success to better align goals with company priorities
- Monitored customer buying trends, market conditions and competitor actions to adjust strategies and achieve sales goals.
- Achieved sales goals and service targets by cultivating and securing new customer relationships
- Capitalized on customer up-sell opportunities resulting in 30% increased revenues.

### ● Sales Associate

IZ TELECOM | Dec 2012 - Apr 2014

- Engaged with customers to effectively build rapport and lasting relationships.
- Increased sales by offering advice on purchases and promoting additional products
- Provided positive first impressions to welcome existing, new and potential customers.
- Trained and developed new sales team associates in products, selling techniques and company procedures.

### ● ASSOCIATE

OF ARTS, Islamabad model | Feb 2008 - Jan 2010

sciences, Rawalpindi  
FEBRUARY 2008 — JANUARY 2010

## Education & Training

- 2017 - 2021 ● national university of modern languages  
MBA: Supply Chain,,

2010 - 2013 ● University of Gujrat

Bachelor of Arts,