



# SAMEER SOHAIL

Customer Sales Executive

## About Me

Highly motivated and results-driven Lead Generation Agent with a proven track record in customer service, lead generation, and quality assurance.

Dedicated to delivering exceptional experiences to customers while driving business growth through effective lead generation strategies.



+92 3162436490



siddiqui.s1990@gmail.com



A3, Fatima Sunrise City,  
Safoora, Karachi.

## Language

- Urdu
- English

## Expertise

- Excellent communication skills, both written and verbal
- Proficiency in CRM software and lead generation tools
- Strong interpersonal skills and ability to build rapport with customers
- Ability to multitask, prioritize, and work effectively in a fast-paced environment
- Attention to detail and commitment to delivering high-quality service
- Experience in quality assurance and performance management

## Experience

### Lime Software Logics - Customer Service Representative 11/2022 - Present

Previously, I was taking care of the lead generation then my responsibilities advanced to boosting satisfaction and lead conversion. Monitored chat quality, and mentored agents. Analyzed metrics, identified trends, and developed targeted strategies for improved lead generation effectiveness. Through regular performance evaluations and tailored training programs, I mentored agents to enhance their skills, leading to improved customer engagement and overall lead generation performance.

### Lime Software Logics - Sales Executive 11/2021 - 11/2022

As a lead generation agent, my duties include responding to customer inquiries in a timely manner, addressing customer concerns, providing product information, and ensuring customer satisfaction and lead generation.

### Chaar Deewari Real State - Sales Representative 01/2019 - 01/2020

I was working as a sales representative and social media handler which includes building and maintaining relationships with clients and advice throughout the buying or selling process. I also had to develop and execute a social media marketing plan that aligns with the overall business goals and objectives.

## Education

### University of Karachi

Bachelors in Biochemistry 2020- 2024

### Govt. College For men Nazimabad

Intermediate 2017 - 2019

### Midasia Foundation Academy

Matriculation 2014 - 2016

## Certification

### Digiskills

Certification in Search Engine Optimization and Digital Marketing

### Coursera

Online Course in Search Engine Optimization

## Skills Summary

Communication  85%  
Learning Ability  81%