

# Fannan Tasawur

E-Commerce Retail Sales,  
Customer Services & Operations  
Professional



## Personal details

- Fannan Tasawur
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- House #c-9 Sangeen Housing Scheme Airport Road. Quetta
- Male
- Married
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## Skills

- MS Excel ●●●●●
- MS Word ●●●●●
- MS Power Point ●●●●●
- Google Live sheets ●●●●●
- Data Analysis ●●●●●

## Languages

- English ●●●●●
- Urdu ●●●●●
- Pashto ●●●●●

## Education

- Master's in Business Administration (Marketing)** Sep 2021  
Alhamd Islamic University, Quetta
- Master's in Media & Journalism** 2016 - 2017  
University of Balochistan, Quetta
- Bachelor's in Art (B.A Economics)** 2014 - 2015  
University of Balochistan, Quetta

## Employment

- Senior Key Accounts Executive** Nov 2022 - Present  
Colgate Palmolive, Quetta
  - Managing Key Modern Trade Accounts Super Markets, & developing Local Modern Trade (LMT) channel order booking, PO generation etc.
  - Monitor all placements for store section and allocate resources appropriately.
  - Monitor and ensure maintenance of merchandising standards in assign area.
  - Deliver Volume, Value Business & Profitability against ASP (Annual Sales Planning) for the Chain by location
  - Ensuring 95% OTIF (On time in fulfillment)
  - Monitoring sales performance and taking timely action to drive continuous improvement.
  - Lead the Business Plan with Customers and Incorporating customers' objectives, strategy, and the same ultimate Sales goal.
  - Regularly visiting stores in order to identify areas of improvement.
  - Control, follow up, Collects Marketing activities, Promotion Post-evaluation, Marketing expenses for Reporting on a monthly basis.
  - Follow up / Coordinate purchased order, Delivery, Recurring, and Credit note.
  - The cost estimate, Point out the invoice Receipt and other financial documents to the Accounting.
  - Regularly have financial review with the Accounts Manager/MT Head to ensure that the Budgeted Top-line and Profit Targets are achieved.
- Senior Executive Commercials** Aug 2022 - Sep 2022  
FOODPANDA, Quetta
  - Lead the team of commercial associates and set the performance targets to achieve the performance goals of newly onboarded restaurants.
  - Identify the new revenue streams within the incubation journey of new vendors and drive a profitable portfolio for both the company and vendors.
  - Strong Relationship with Clients and maintain their business growth, KPI's and PR and converted them into Key Accounts
  - Identify, solve problems and build new KPIs by analyzing and driving insights from large and complex sets of data.
  - Work alongside the commercial, operations, customer, and logistics team to reduce the business failure rate, and offline hours and enhance the vendor experience with strong relationships.
- Commercial Coordinator** Jul 2020 - Aug 2022  
FOODPANDA, Quetta
  - Assisted city manager to achieve the Monthly KPI's which include commercial, operational, and other projects based KPI's.
  - Achieved the Commercial Coordinator KPI's up to 90%.
  - Work closely and proactively with the Supply, Live Operations, Sales, Account Management and Content Teams in ensuring all tasks and requirements are both accurate and conducted in a timely way

## Achievements

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- Special Services Award By CEO & CCO (Ufone)
- Super U-Shop Channel Development (UFONE)
- Deployment of BVS Devices (UFONE).
- Corporate Accounts (Zong CMPAK).
- Event Management NIP (BUITEMS)
- Student Affair Coordinator NIP (BUITEMS)

### Area Retail Manager (ARM)

Dec 2017 - Jun 2020

PTML-UFONE, Quetta

- Doing market back checks to ensure the availability of products & growth at retail universe
- furthermore monitoring daily target vs. achievement. Increasing sales volume through retail channel,
- prioritizing high revenue generating areas with the help of promoting new offers /launches at retail level through different channels. Enhancing the SIM activation process with the execution of different activities all over Balochistan through Kiosks, promos, etc.

### Business Development Executive (Corporate Sales)

Jun 2017 - Nov 2017

CM PAK Zong, Quetta

- Identifying target prospective customers for increasing & generating additional revenue.
- Monitoring overall revenue level generated by respective corporate clients & taking necessary actions to enhance/maintain the current level of monthly revenues.
- Prioritizing key accounts to maintain their desired level of satisfaction.

### Customer Service Representative

Feb 2013 - Mar 2014

UFONE Franchise, Quetta

- Identify & assess customers' needs to achieve satisfaction & building sustainable relationships moreover trust with customer accounts through open and interactive communication.
- Provide accurate, valid and complete information by using the right methods/tools & meeting personal/customer service team sales targets.
- Handle customer complaints, provide appropriate solutions & alternatives within the time limits by following communication procedures, guidelines and policies.

### Customer Service Representative

Warid

1.1 Year

### Advance Business Microsystem Ltd (ABM)

Assistant

1.1 Year

## Internships

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### Office Assistance

Apr 2016 - Mar 2017

BUITEMS University (NIP), Quetta

- support on providing benefits to fresh and unemployed educated youth of Pakistan who have completed either 16 years of education or Matric with diploma from government recognized institutions in different subjects.
- support on keeping candidates engaged in acquiring additional knowledge & real work/training experiences

## Trainings & Certificates

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Let's Excel with MS Excel

Introduction to Data Science

Selling for Success