

MUHAMMAD ANEES

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PROFESSIONAL SUMMARY

Results-driven Sales & Customer Service Professional with over 3 years of experience in retail sales, client relationship management, and customer support. Proven track record of exceeding sales targets, improving customer satisfaction, and building long-term client loyalty. Skilled in upselling, cross-selling, and resolving customer concerns with professionalism and efficiency. Seeking to contribute my expertise in a dynamic sales or customer-focused role.

CORE SKILLS

Sales & Customer Service: Upselling & Cross-Selling, Client Relationship Management, Product Presentation, Complaint Resolution
Business & Operations: Inventory Management, Sales Reporting, Order Processing, Store Management
Technical: MS Office, Data Entry, Digital Marketing, Basic Graphic Design, Computer Literacy

PROFESSIONAL EXPERIENCE

Sales Manager
Haider Cloth House – Gojra, TT Singh, Punjab, Pakistan
Aug 2024 – Present

Built and maintained strong customer relationships through personalized service, resulting in increased repeat business.

Consistently met and exceeded monthly sales targets by 15% through upselling and cross-selling techniques.

Delivered expert product styling advice, resolving customer inquiries to boost satisfaction and loyalty.

Customer Service & Delivery Associate

Seemab Sikandar Mumtaz Delivery Services LLC – Dubai, UAE Jul 2022 – Apr 2024

Managed customer orders and ensured 98% on-time delivery rate while exceeding performance targets by 15%.

Resolved customer concerns promptly, maintaining a 5-star rating average.

Contributed to a 10% reduction in delivery times by implementing efficient routing strategies.

EDUCATION

Bachelor of Arts (B.A) – Allama Iqbal Open University, Islamabad | 2019 – 2022
Diploma in Information Technology (DIT) – Educational & Skill Development Board Punjab | 2022 – 2023

CERTIFICATIONS

Google Digital Marketing Fundamentals (2025)
Customer Service Excellence – Coursera (2025)
Pakistani Driving Licence – Car & Bike (2019)
Dubai Driving Licence – Bike (2022)

KEY ACHIEVEMENTS

Increased store revenue by 15% in less than a year.

Achieved a 5-star average customer rating over two years in a high-volume service environment.

Improved delivery efficiency by 10%, enhancing overall team productivity.