



Muhammad Bilal Li aqat

Date of birth: 03/04/1991

Nationality: Pakistani

Gender: Male

CONTACT

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ABOUT ME

Customer Relationship Officer.

Strategic Relationship builder with strong lead generation and acquisition experience. Leverages a deep understanding of market needs to reach targets. Adapt to planning and project management—driven individual with sales and customer services experiences.

LANGUAGE SKILLS

MOTHER TONGUE(S): Urdu

Other language(s):

English

Listening C1

Reading C1

Writing C1

Spoken production C1

Spoken interaction C1

Punjabi; Punjabi

Listening C1

Reading B2

Writing C2

Spoken production C2

Spoken interaction B2

Hindi

Listening B1

Reading B1

Writing A1

Spoken production B1

Spoken interaction B1

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

MANAGEMENT AND LEADERSHIP SKILLS

EXPERTISE

Customer Demographic Understanding
Client Relationship Management (CRM)
Background in Marketing and Sales
Market Research Expertise
Sales Strategy Familiarity
Cold Calling
Tele calling & Appointment setting
Leadership and Team management
Lead generation and Closing
Microsoft and MIS skills
Customer Meeting & Planning
Customer Service's & Negotiation
Target planner & Achievement

ACHIEVEMENTS

ACHIEVEMENTS

Got 1st Position in Basic Training Program in medical sales knowledge
Got 3rd Position all Pakistan in Customer Handling & Negotiations Experts
Achieve foreign tour to THAILAND on Target achievement bases
Achieve Brand Champion award % time in Ferozsons pharmaceuticals.
Lead in doctor chambers presentation



| Handling Multinational Customers experience.

EDUCATION AND TRAINING

05/2013 – 05/2015 sargodha, Pakistan

● **Bachelor in English languages** University of Sargodha

Website <https://su.edu.pk/>

05/2007 – 05/2009 sargodha, Pakistan

● **Higher Secondary School Certificate** Board of Intermediate and Secondary Education

Website <https://www.pbte.edu.pk/>

03/1997 – 06/2006 sargodha, Pakistan

● **Matriculation** Federal Board of Intermediate and Secondary Education

Website <https://www.fbise.edu.pk/>

WORK EXPERIENCE

08/2023 – 05/2024 Dubai, United Arab Emirates

● **Relationship Banking Officer** Amafh Commercial Brokers LLC (Dubai Islamic Bank)

As a dedicated Relationship Officer specialized in personal loan department of Dubai Islamic Bank. Committed to fostering lasting connections with clients through tele calling and cold calling with a solid background in financial services. I excel at providing tailored solutions to meet individual financial needs. My expertise lies in conducting comprehensive financial assessments ensuring compliance with Islamic banking principles and delivering exceptional customer services.

06/2015 – 03/2023 Sargodha, Pakistan

● **Senior Sales Promotion Officer** Ferozsons Pharmaceuticals Labs

Used Excellent sales techniques to increase customer interest in Medical Products.
Used excellent negotiations and perusing techniques to obtain best prices and grab customer attraction.
Long term Relationship with clients to achieving customers Objectives.
take one to one presentations and customer meetups.
cold calling and tele calling
Exceeded monthly sales KPIs using advance selling techniques and smart negotiation strategies

05/2013 – 05/2015 Sargodha, Pakistan

● **Sales Promotion Officer** CCL Pharmaceuticals Ltd

as a relationship officer my responsibility to communicate customer and setting meeting to achievements of targets
uses different data such as competitor data to evaluate and focus area of improvement and build report to achieve of my targets
uses CRM and analyze from data to ensure reach frequency and proper visit to customers and setting appointment to negotiation and fulfil customer needs.

02/04/2010 – 05/03/2012 Sargodha, Pakistan

● **Sales Supervisor** GSK Consumer Group

identify key customers areas within shops where merchandiser display needed to be fixed and items requires restocking'
Drove sales team ability to meet obligations to both clients and company by organization and coordinating scheduling.
ensure retail sales door to door and covering each and every shop and market as per required specified area.