



Sahar Bilal

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ABOUT ME

Dedicated and personable professional offering over 7 years of comprehensive experience in Customer Relationship Management, with a solid foundation encompassing 5+ years in customer relations and an additional 2 years as a Sales Manager. Distinguished with the prestigious Unmatchable Dedication Award of the Year 2021 at OneVision.io. Demonstrated expertise in B2B sales, customer service excellence, and strategic relationship building.

SKILLS & PROFICIENCIES

- Customer Relations
- Business Development
- Inbound/Outbound Call Handling
- Cold Calling
- Email Marketing
- Data Entry & Bookkeeping
- Article Writing
- English and Urdu Proficiency
- Administration and Research

EDUCATIONAL BACKGROUND

- Mphil in Journalism | University of Central Punjab
- BS in Communication Studies | The University of Punjab | 2015
- FSc Pre Medical | Government College of Women, Gulberg | 2010

WORK HISTORY

Sales & Customer Care Manager | OneVision.io | Brampton, Ontario, CA | 2018 - 2022

- Served as a Customer Services Representative, adeptly managing sales targets and addressing customer queries for a Washington-based moving company.
- Significantly reduced customer service staff turnover by 50%, leading to a promotion to manager in 2021 and the receipt of the Certificate of Unmatchable dedication in the year 2021

Sales Executive and administrator | US Real Estate | 2021 - 2023

- Provided Real Estate Administrative Support by coordinating schedules, meeting minutes, and property listings, and facilitating the escrow process, MLS, and contract signing.

Freelancer | Upwork | 2020 - Present

- Freelancer: Executed projects with American Income Life, AMBA, Athelas, and other clients.
- Executed B2B calls and business development strategies, encompassing price quotations, negotiations, and onboarding companies to the system.
- Successfully contributed to relationship building and B2C customer win-back initiatives.
- Collaborated with diverse clients, including American Income Life, AMBA, Athelas, Onyx Digital Marketing Company, BetMagic Customer Support, and MGN Adventures Marketing company. Scaleup Media.
- Specialized in B2B sales with Revioly, served as a personal assistant with Immindfulness, and worked as a reconciliation officer and HR/researcher at Bonjour Tutors.