#### 

**ZULFIKAR**

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#### CAREER OBJECTIVE

To be a successful professional capable of using own initiative and work as a part of a dedicated Sales team to ensure the profitability of the company and in the process be upgraded with the new state-of-art technologies and business concepts*.*

#### SUMMARY OF PERSONAL STRENGTH

Highly motivated, qualified and experienced graduate professional with over 10 years’ of experience in the areas of highly positive Telesales/Direct Sales/Retail Sales and Call Center Environment. Experience working in dynamic environment with accountability to meet KPIs’ & ability to manage, train, support and sustain a positive work environment that fosters team performance with strong communication and relationship management skills.

**PROFESSIONAL EXPERIENCE**

MAJID AL FUTTAIM (UAE) (**Nov 2013 – March 2015)**

**Relationship Officer DSA (Najm Credit Cards).**

**Job Profile:**

* Selling Majid Al Futtaim NAJM Credit Cards.
* Develop long term relation with customers.
* Motivate the new hires in the sales team to reach their targets.

MASHREQ BANK (UAE) Telesales (**March 2011 – October 2013)**

**Senior Telesales Officer.**

**Job Profile:**

* Selling Credit Cards with other additional services like Balance Transfer. Easy Cash and Easy Payment Plan on Credit Cards.
* Cross Selling and upgrading Credit Cards with Credit Shield and Accident care.
* Coordinating with other sales force team i.e. from issuance to disbursement of Credit cards and loan approval to ensure the timely business deliveries.
* Interacting with the central operations to ensure that complete service is delivered to maximize customer satisfaction*.*

JUMBO ELECTRONICS (UAE) Retail Sales (**Feb 2008 – Feb 2011)**

**Section Incharge. (Telecom)**

**Job Profile:**

* Initiating sales and updating sales report.
* Selling different brands of Laptops, Mobile phones and PDA’s and providing information on different electronic products and accessories.
* Responsible for monitoring stocks level and inventory.
* Maintaining effective and stable communication with staff members.
* To supervise the staff of the department.
* Checking the daily routine job and proving alternates.
* Responsible in handling all concerns, queries and customer’s complaints and ensure satisfaction.

# **WIPRO BPO (MUMBAI)**Telesales/Customer Service **(**Jan 2007-Jan 2008)

**Call Center & Customer Care Associate (Health Insurance, USA)**

**Job Profile:**

* Providing information online in details to the US customer about the health insurance
* Selling various health insurance plans and services to companies in US.
* Looking after insurance claim and processing them on time.
* Replying back to the Doctors and Provider about the status of their claim and patients Health insurance policy.
* Provide support and assistance to new joinees and conducting regular sessions about Product and etiquette of call handling.

RELIANCE INFOSTREAMS LTD (MUM).Call Center **(Feb 2006 –Jan 2007)**

**Call Center & Customer Care Executive.**

**Job Profile:**

* To resolve Reliance Mobile customers queries online.
* Providing full support and information to end users.
* To take escalation calls if needed.

MAGUS CUSTOMER DIALOG (KOL).Call Center (**Oct 2004 –Feb 2006)**

**Call Center & Customer Care Executive**

**Job Profile:**

* To resolve the issue online for AIRTEL customer.

**SEMINAR AND TRAINING ATTENDED**

* Nokia Sales and Care Specialist winner
* Samsung Mobile Sales
* Blackberry Mobile Phone Sales Expert Award Winner
* LG and HTC mobile Sales Expert
* Du and Etisalat System Training.

**ACADEMIC QUALIFICATION**

* Bachelor in Commerce (B.Com) – Calcutta University 2005
* Pursuing MBA from Sikkim Manipal University Kolkata.

**COMPUTER LITERACY**

* Excellent Knowledge of MS Office Package:

MS Word, MS Excel, MS Power Point, MS Dos & Ms Windows

**OTHER SKILL**

Valid UAE Driving License

**LANGUAGES KNOWN:**

English, Hindi, Bengali, and Urdu*.*

**REFERENCES**

Will be provided on request.

**DECLARATION:**

I hear by declare the given above information is true to my knowledge.