 CURRICULAM VITAE

ARSHIYA

**Email Id:** [**arishiya.223739@2freemail.com**](mailto:arishiya.223739@2freemail.com)

**CAREER OBJECTIVE:**

Looking for a challenging role in a career oriented company that has an environment of endless opportunities for personal and career growth.

**PROFESIONAL SUMMARY:**

1. Over all experience of 2.6 years as Sales coordinator.
2. A passionate, organized and well-informed sales professional with strong attention to detail targeted at handling pre and post sales processes related activities.
3. My work profile also includes coordinating sales & marketing of spare parts to Oil and Gas, Petrochemical, Water, Automotive and other Process Related Industries.
4. Strong customer skills with a keen ability to work towards total customer satisfaction and real ambition and a very strong desire to reach goals.
5. Good at multi tasking.
6. Also have 5 months of experience in plastic blow molding industry as intern.

**PROFESSIONAL EXPERIENCE:**

1. **Company : Goldenhands Communication Systems LLC-Dubai**

**Designation : Cutomer Relations Executive[Telesales].**

**Experience : Nov 2015 – Present**

**Job Responsibilities:-**

* Advises present or prospective customers by answering incoming calls on a rotating basis; operating telephone equipment, automatic dialing systems, and other telecommunications technologies.
* Influences customers to buy and retain product (IT Products) or service by following a prepared script to give product reference information.
* Documents transactions by completing forms and record logs.
* Maintains database by entering, verifying, and backing up data.
* Keeps equipment operational by following manufacturer's instructions and established procedures; notifying team leader of needed repairs.
* Maintains operations by following policies and procedures; reporting needed changes.
* Maintains quality service by following organization standards.
* Contributes to team effort by accomplishing related results as needed.

1. **Company : Elbiz electro mechanical trading co. Pvt. Ltd- Bangalore**

**Designation : Sales Coordinator.**

**Experience : April 2013 – Oct 2015**

**Job Responsibilities:-**

* Managing all the sales related activity of the company.
* Handling a high volume of customer enquiries whilst providing a high quality of service to each caller.
* Writing up accurate and grammatically correct sales correspondence.
* Tracking sales orders to ensure that they are scheduled and sent out on time.
* Effectively communicating with customers in a professional and friendly manner.
* Ordering and ensuring the delivery of goods to customers.
* Supporting the field sales team.
* Carrying out administrative tasks such as data input, processing information, completing paperwork and filing documents.
* Contacting potential customers to arrange appointments.
* Speaking with customers using clear and professional language.
* Resolving any sales related issues with customers.
* Completing the administrative needs of the Sales Department.
* Making follow-up calls to confirm sales orders or delivery dates.
* Responding to sales queries via phone, e-mail and in writing.

**2. Company : Team Thermoforming and Allieds- Bangalore**

**Designation : Manufacturing Intern (Part time)**

**Experience : Dec 2012 – April 2013**

**Intern Job Responsibilities**

* Assisting staff of the industry in manufacturing the orders.
* Maintaining day to day work record and presenting to the Supervisor.
* Gaining hands-on experience in production field.
* Studying plant safety.
* Trained on Blow molding manufacturing process.

**Skills & Capabilities:**

Team Player, Sales & Marketing, Business Development, Key Account Management, Product Management, Industrial Products.

**KEY SKILLS:-**

* Team player, Proactive working style, creativity, Energetic.
* You will find me as a person with excellent managing skills, communication skills, listening skills, self motivated, honest and ability to adapt to the environmental change.
* Excellent customer service and sales skills.
* Great organizational skills and the ability to memorize stock.
* Exceptionally friendly, helpful, polite and patient nature.
* My skills & my experience can help the company to deliver the service as per the company standards.
* My creative thinking helps to grow market share & solving the issues without the aid of a supervisor.

**ACADEMIC QUALIFICATION :**

**Qualification** : Master in Mechanical (Computer Integrated Manufacturing)

**University**  : Visveswaraya Technological University -Belgaum, India.

**Year of Passing**  : 2013.

**Qualification** : Bachelor in Mechanical Engineering.

**University**  : Visveswaraya Technological University- Belgaum, India.

**Year of Passing**  : 2011.

**TECHNICAL TRAINING:**

Undergone training on:

1. Robotics and Mechatronics in Rexroth (BOSCH Group).
2. CATIA V5 in Swamy Design Solutions.
3. Industrial Training at GT&TC
4. Industrial Training at BHEL (EDN) Bangalore.

**ACHIEVEMENTS:**

Secured 3rd Rank at college level in Master degree (M.Tech)

**SEMINARS & CONFERENCES:**

1. Paper presentation on “Rapid product development, using Reverse engineering and additive manufacturing technologies” Presented in **Fourth International Conference on Additive Manufacturing Technologies AM 2014.**

**TECHNICAL SKILLS:**

Experience in below programs in day to day work activities.

1. Microsoft Office 2007 & 2010
2. PHOTOSHOP
3. AUTO CAD, Solid works,Ansys v14 & Pro –E

**PERSONAL DETAILS:**

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| Date of Birth | : | 26th May-1990 |
| Place of Birth | : | India |
| Nationality | : | Indian |
| Current Location | : | UAE |
| Joining Date | : | Immediate |
| Religion | : | Islam |
| Marital Status | : | Married |
| Gender | : | Female |
|  |  |  |
| Languages Proficiency | : | English ( Read , Write, Speak) |
|  |  | Hindi (Read , Speak) |
|  |  | Kannada (Read , Write , Speak) |
|  |  | Urdu (Read , Speak) |
|  |  | Arabic (Read) |
| Interest | : | Reading Magazines & Painting |

**References: -** Will be readily furnished upon Request.