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|  **CURRICULAM VITAE** |

Whats app Mobile:+971504753686

 Gulfjobseeker.com CV No:1565322

E-mail: gulfjobseeker@gmail.com

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| **Career objective** |

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| Seeking a suitable, challenging and responsible position where I can put my sincere abilities utilizing my skills that impact organization development and increase the productivity |

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| **Professional Summary** |

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| Result-driven professional with significant and progressive experience, I have had the opportunities to lead processes, teams and in the Business Process outsourcing space. My strengths lie in my ability to comprehend the details, dynamics and drivers of a particular business segment/market; mapping business potential and prospects; identifying and understanding Clients’ business issues to formulate solutions; planning strategic, methodological & innovative sales approach; using my operational expertise to resolve business issues; and articulating the value proposition.I have managed all major aspects of a Customer Processing center i.e. sales development, pre-sales, customer care proposals management, solution, operations management, hiring & training; establishing, service level agreements; and leading cross-functional teams Tele sales projects. |

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| **work Experience** |

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| **ROCKY REAL ESTATE L.L.C DUBAI Sep** 2012 to till date |
| Position | Renewal I-n Charge  |
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| Responsibilities | * Contract Renewal, Cancellation and Related all sort of other Administrative Jobs.
* Leasing Residential & Commercial Properties.
* Handling Busy Keyboard attending Customer’s Enquiries.
* Typing Contracts, Letters, Faxes and other Correspondences.
* Handling Customer Service, for Maintenance Complaints.
* Advertising in media (Gulf News) Through Website.
* Provides information to customers by verifying understanding of request; answering questions offering assistance
* Communicating with Supervisors, Peers, or Subordinates providing information to Supervisors, Co-Workers and subordinates by Telephone in written form email, or in person.
* Attending meetings, taking minutes and keeping notes.
* Organizing and storing paperwork, documents and computer-based information
* Accomplishes customer service and organization mission by completing related results as needed
* Getting information observing and otherwise obtaining information from all relevant sources
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| **WIPRO BPO.** April 2010 to April 2012 |
| Position | Process Associate |
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| Responsibilities: | * Handling US based customers through inbound calls, for trouble shoot issues for the HP notebooks.
* Sales of HP Products to the US customers via outbound calls.
* Maintaining the entire data base of the customers and forwarding the same to the Team Leader.
* Coordinating with different departments to develop sales strategies.
* Reporting to the Team Leader on a daily basis for customer solutions.
* Consultation of the customer issues with the floor manager regularly.
* Interacting with computers using computer systems to program, write software set up functions enter data or process information.
* Establishing and maintaining interpersonal relationships-developing constructive and cooperative working relationship with others and maintaining them over time.
* Open customer account by recording account information
* Attracts potential customers by answering product and service questions; suggesting information about other product and services
* Maintains financial accounts by processing customer adjustments
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**ACADEMICS**

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| **Qualification** | **University** |  |
| Bachelor of Arts – (B.A) | Lalit Narayan Mithila University |  |
| Central Board of Higher Secondary Education Certificate  |  B.O. I |  |
| Central Board of Secondary Education  |  S.S.C |  |

**TRAININGS**

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| * Completed the RMAC TRAINING & AWARENESS TEST for Quarter 1, in 2012
* Completed the training on Wipro’s code of Business & Ethics &

 Risk Management & Compliance. |

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| **TECHNICAL SKILLS** |

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| Technical Qualification | Diploma in Hardware and Networking |
| Operating System | MS Dos, Windows95,98,2000, Windows 7 |
| Office Packages | Microsoft Office (MS word, PowerPoint, Excel) |

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| **PERSONAL SKILLS AND ATTRIBUTES** |

* Ability to use own initiative in solving problems and making decisions.
* Very good organizational skills.
* Ability to work effectively in a team as well as independently.
* Ability to take instructions, manage teams, time and task management.
* Excellent verbal and written communication skills.
* Experience of working with targets.
* Self-Motivated, ambitious and target oriented.
* Ability to work under pressure with maintaining top of customer service and sales.

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| **SOFT SKILLS**  |

* Hard working
* Flexible
* Accepting Challenges
* Optimistic

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| **PERSONAL DETAILS**  |

* Date of Birth : 20th Feb. 1988
* Marital Status : Married
* Languages : English, Urdu, Hindi

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| **STRENGTH AND COMMUNICATION**  |

**Strength:** I am known for my high energy levels and my ability to motivate people.

I am a strong believer in hard working in achieving organizational goals and would be keen to

Take initiatives to raise the standards of performance consistently.

**Communication:** My work experience has taught me to be an effective communicator by being very clear and consistent.