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| **CURRICULAM VITAE** |



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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 | |  |  | | 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 | |  |  | | 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.