 **Shaik**

**Shaik.303321@2freemail.com**

**Professional Summary:**

Possess overall experience of 6 ½ years, out of which 5 years on customer Relationship Manager , and 1½ year on Sales & Marketing; Self-motivated, result-oriented, adaptive and committed to reaching departmental goals while maintaining a positive attitude.

**Education:**

Bachelor in commerce B.Com - Osmania University, Hyderabad, India.

**Board of Intermediate Education**

R K Junior College, Hyderabad.

**Secondary School Certificate (S.S.C) Board**

Mehboob college High School, Secunderabad, Andhra Pradesh.

**Highlights of Qualifications:**

* Solid knowledge of customer care service.
* Exclusive knowledge of sales and relationship building process.
* Proficiently skilled in banking operations and product selling.
* Strong negotiation and analytical skills.
* Strong ability to resolve customer complaints efficiently.
* Exceptional oral and written communication ability.

**Technical:**

* MIS-Management Information System.
* ACACS-Advance computer added collection system.
* CACS-Computer added collection system.
* MS-Office with an exposure to advanced MS-Excel skills.
* MS –excel.
* WORD.

**Current Employer**

**A.V & U ENGINEERS PVT.LTD**

ARTICULATED VESSELS & UTILITY ENGINEERS PVT.LTD, Hyderabad as CUSTOMER RELATIONSHIP MANAGER from March 2012 to December 2015.

**Previous Employer**

TATA CONSULTENCY SERVICES PVT.LTD Hyderabad, as Agency Manager from June 2008 to September 2010 for SALES & COLLECTIONS PROCESS.

**TATA CONSULTENCY SERVICES TCS E-SERVE CLIENT ( CITI BANK )**

My Role involves

* Understanding the organization's strengths, weaknesses, services as compared to industry and competitors.
* Responsible for the achievement of the sales target set by the company.
* Maintained and updated the market search and sales reports.
* Built and maintained the relationships with the customers.
* Responsible for assisting the marketing manager in planning budget, selling products, and coordinating the promotional Events or campaigns.
* Prepared market surveys, reports on competitor’s strategies etc.
* Design attractive presentations for the promotional campaign of the product.
* Responsible for providing quotes, generate sales, promote sales and marketing.
* Ensuring preparation of bills receivables after invoicing to debtors, conducting ageing analysis with an aim to keep receivables under control and collections of payments, etc.
* Providing prompt & accurate responses to email & telephone queries raised by both internal & external customers.
* Day to day Interaction with the AP, RCM and Intercompany team.
* Standard Operating Procedures (SOP’s) for report production & distribution are documented and updated, clearly explaining exception handling and troubleshooting.
* Provide management with an adequate decision support system by providing information that is timely, accurate consistent, complete, and relevant.

**Highlights**

* 2009: Received Outstanding Performance Award: TCS E-SERVE
* 2010: 1 promotion band change: TATA CONSULTENCY SERVICES.
* 2009: Best performance And Leading live wire award.

**Hobbies:**

* Cricket and Music

**Personal**

Born on December 16 1985

Married

Travel - Anytime

Relocation No constraint

Holding Valid Indian Passport

Availability- Immediately

**References upon request.**

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