

**Amir**

Mumbai – India

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**Professional Preface**

* A dynamic &competentIndoor sales professional with nearly 4.8 Years of Experience in Telecom Industry

**Objective**

* A team oriented individual seeking for greener pastures in today's business world and to grow and excel more in my profession. I can deliver quality results without jeopardizing my work ethics, and I believe that is a key characteristic needed in today's world. I am perfectly knowledgeable when it comes to computers and my experience in dealing with various clients.

**Work Experience**

**From Mar 2013 – Till Date as Customer Service Executive at Vodafone India Limited.**

**Joined the organization as CSE of Vodafone India limited Pre, post-paid connection.**

**Job Profile:**

* Reporting to store manager.
* Attending to walk-in customers.
* Promote sales by suggesting products to customer, providing Information and helping in choose the product.
* Keep an eye on the products in the store and responsible for any pilferage in store.
* Making customer aware of any schemes, discount, and Promotional offers.
* Maintaining the discipline and decorum of the store
* Exceptionally handling corporate mails, assisting the customers on all their queries and giving feedback with regards to reported complaints.
* To adhere the best business practices with each client call issuing a token number where overall client satisfaction is a key performance indicator to the profile.
* Rich experience with the Customer Relationship Management software like Oracle, IPOS where we get the overall view of the client along with the on-going communications & open issues if any.
* Capture each client cases on the CRM and issue the token number for any further reference / follow-ups.
* Generating the bill for the customer, maintaining cash transactions, etc.
* Creation of the new account and activation of the SIM card and handsets are part of the profile.
* Track and analyse all the pending order from the tracker.
* To escalate any key issues / long pending cases to the key account manager and top management required to take necessary action.
* To liaise closely with the sales and operation team to close any open cases if any.
* To assist the account Manager with the overall activities of the Vodafone Help desk.
* Support the Sales teams with the successful implementation of all Acquisition sourcing, in accordance with Company policy and procedures
* Taking initiative and implementing new Ideas for doing better Sales as well as Customer Service.
* On fields experience for driving sales.

**Educational Qualification**

* Graduation (B.A.) from TilkaManjhi Bhagalpur University–Bhagalpur Bihar May 2011

**Certifications**

* Vodafone Training Certificate–Feb 2013- Successfully completed the training certification provided from Vodafone

**ITProficiency**

* Conversant with Internet & MS – Office Applications (Word, Excel, PowerPoint & Access), Outlook, CPOS Inventory, Oracle (CRM), CPOS (CRS), Microsoft Office, Proficient in Typing &Internet
* Advanced Diploma In Computer Applications.

**Passport Details:**

Date Of Issue: 22-Mar-2013

Date Of Expiry: 21-Mar-2021

Place Of Issue: Patna

**Personal Dossier**

**Date of Birth :** 08-Jan-1991

**Linguistic Abilities :** English, Hindi & Urdu

Marital Status : Bachelor

Nationality : Indian

Visa Status : Employment