**CURRICULAM VITAE**

 **HAKAM**

 Email: hakam.338120@2freemail.com

|  |
| --- |
| **OBJECTIVE** |
| * Corporate of hi-tech environment with committed & dedicated people ,which will help me to explore myself fully and realize my potential , willing to work as a key player in challenging & creative , intend to build a career with leading Organization.* |

|  |
| --- |
| **CAREER GOAL** |
| ***To explore the field of sales & build strong relationship in various segment through continuous learning & hard work.*****Profile Snapshot:** An energetic, target-oriented **sales professional** offering more than **10** years of experience including **3** years of international experience of **exceeding employer expectations across diverse industries**. **Possess effective skills to identify opportunities, overcome objections, build relationships and turn cold canvassing into sales.** **Professional Skills:** Account Acquisition & retention ~ Powerful presentation ~ Territory management & Customer support ~ Visionary leadership ~ Channel/Distributor/Dealer management ~ Strategic Business planning ~ Market identification ~ Mentoring & Coaching ~ Accomplished spokesperson ~ Event management ~ Report preparation/documentation. **Soft Skills:** Energetic ~ Positive attitude ~ Team player ~ Motivator ~ Hard working |

|  |
| --- |
| **EDUCATIONAL QUALIFICATION** |
|  Passed T Y BOM Through Mumbai University in 2012 with 60% |

|  |
| --- |
| **ACHIEVEMENTS**  |
|  Awarded the Best Executive of the year for 2012 to 2015 |

|  |
| --- |
| **PROFESSIONAL EXEPERIENCE** |
| 1. **ORGANISATION : IBM Concentrix Limited**

 **ADDRESS :** Malad Mumbai **TENURE :** May 2012 to June 2016 **PROFILE : Sr. Officer** **Job Profile :** Handling airline booking and Customers transactions , Customers Query,   **:** Complaints and Suggestions and give resolutions via Email or Calls   **:** Perform with the NRI customer & resolve the queries.   **:** Handling the queries of the customer within INDIA. **:** Monitoring the RTA on timely basis as & when required by the management **(2)** **Currently :** Working with Concentrix ( for JETAIRWAYS) Process, As an Customer Service  Executive from 8 months  **Job Profile** **:** Handling tickets booking on SABRE, redeeming miles on customers request, **:** Reissue and cancellations and replying customers via email or calls.  **:** Responsibilities include marketing, business development and sales of Credit Cards  & Payroll Account  **:** Planning, executing, and achieving sales targets and objectives. **:** Expanded customers base through a variety of effective sales techniques.  **:** Highly successful in converting prospects into sales. **:** Expert in identifying client needs, creating consistent new account activity and  Growth for the region and the entire enterprise.   **:** Persuasive at selling and skilled in cultivating excellent relationship with both clients  and colleagues  |

|  |
| --- |
| **PROFESSIONAL EXEPERIENCE**  |
| ** DATE OF BIRTH : 28**th Dec, 1988.** MARITAL STATUS :** Single.** RELIGION :** Islam.** GENDER :** Male.** NATIONALITY :** Indian. |

|  |
| --- |
| **PASSPORT DETAILS**  |
| ****** DATE OF ISSUE :** 20/06/2008** PLACE OF ISSUE :** Mumbai** DATE OF EXPIRY :** 19/06/2018 |

|  |
| --- |
| **LANGUAGES KNOWN**  |
|  English, Hindi, Urdu, Arabic & Marathi.  |

|  |
| --- |
| **HOBBIES & INTERESTS** |
|  Reading Books Playing Cricket Swimming Internet Instrument Guitar  Listening to Music.  |

**HAKAM**

**PLACE :** Mumbai. **DATE :**