**CURRICULAM VITAE**

**HAKAM**

Email: [hakam.338120@2freemail.com](mailto:hakam.338120@2freemail.com)

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| **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.* |

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| **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 |

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

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

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| **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 |

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

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

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

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

**HAKAM**

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