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| Description: Description: Description: Description: Description: Description: Description: Description: New_logoContact HR Consultant for CV No: 341058E-mail: response@gulfjobseekers.comWebsite: <http://www.gulfjobseeker.com/employer/cvdatabasepaid.php>  |  |  |  |
|   |  **OBJECTIVE** |   |
|   | * Motivated and self-driven professional with 14 years of success.
* Genuinely enjoy helping people to consultative sales.
* Known for ability to build customer relationships and educate the customers which results in customer satisfaction, customer retention and increased sales.
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|   | **RELEVANT** **SKILLS** |   |
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|   | **PROFESSIONAL EXPERIENCE** |   |
|   | (November 2014 – February 2016) Sales and Customer Support Representative at Steigens General LLC, Dubai; UAE Responsibilities:-* To attain sales target for the new sister concern of the company named as TIBS Software LLC.
* Maintain customer relationship through constant communication through phone, email or meetings.
* Provide on-site support to clients in case of live events.
* Increase the business by acquiring new clients and provide excellent service to the existing clients of the company.
* Monitor each and every ongoing project by communicating with the clients as well as with the developers to make sure the projects are delivered within the committed time frame.
* Meeting clients for further clarification on any project or to educate them about new or existing product.
* Maintaining customer database, payment records and all other project related documents.
* Provide pre-sales and after-sales support to clients.
* Recruiting new employees.

(November 2006 - November 2012) Senior Process Consultant at On Process Technologies India Pvt. LTDResponsibilities:-* Joined as a fresher and started to work as a tech dispatcher for Halsted Communications which is one of the service providers for DirecTV in USA. Main function of this job is to get information from various technicians about their everyday work and enter them into the CRM in order to close the job.
* Moved on to customer support for the same organization to resolve customers’ problems related to DirecTV services.
* Transferred to newly acquired Dell process due to good performance and started working as an L2 technician to provide computer Hardware support to Dell warranty holders.
* Promoted as an Enrolment Operations Specialists to monitor and maintain Dell Americas corporate account regarding their annual Dell warranty services. Enrolment process includes the maintenance of specific accounts, which includes their annual renewal, Dell certification of client’s own technicians and process payment on DOMS for maintaining client accounts.
* Managed administration: forwarded requests and unresolved issues to the designated resource by communicating and coordinating with internal departments; sending daily reports to internal management as well as to head office located in USA.
* Produced written information for customers and followed up on customer interactions.

(August 2000 – August 2006) Marketing and after sales Support at A.C Enterprise.Responsibilities:-* Responsible for selling laboratory products to various medical facilities.
* Generated sales performance reports of client & interpreting sales data to assist market planning & demand forecasting.
* Resolved customer’s complaints and taking corrective measures.
* Developed strong customer relations, appraised trade-ins, orchestrated financing, and gave final approval of all sales.
* Excellent sales acumen & strong service orientation; Built lasting relationships with clients during a complex, technical sells.
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|   | **ACADEMIC QUALIFICATION** |   |
|   |  * 2016: Bachelor’s Degree in Human Resource and BPO Management – Indian School of Management Studies.
* 1998: Higher Secondary Board Exam – Belur High School.
* 1996: Intermediate/Madhyamik Exam – Bally Siksha Niketan School.
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|   | **LANGUAGE SKILLS** |   |
|   |  * Bengali (Native).
* English (Fluent).
* Hindi (Read and Speak only).
* Urdu (Speak only)
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|   | **COMPUTER SKILLS**  |   |
|   |  MS-Office applications, MS-Outlook, various internet applications, Hardware maintenance and troubleshooting. |   |
|   | **HOBBIES** |   |
|   |  * Listening to Music and watching Movies.
* Reading books.
* Swimming.
* Playing chess and Football occasionally.
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