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# ROSHID

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| **CAREER OBJECTIVE** |

Seeking a challenging position where I can effectively utilize my skills and expertise that enables me to make a positive contribution to the growth of the organization.

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| **PROFESSIONAL SUMMERY** |

Result oriented professional with more than 8 years of experience in the field of Customer Service profession cum Sales, Marketing and Business Development having strong exposure to Customer relationship, Supply Chain and Distributor Management.

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| **PROFESSIONAL EXPERIENCE** |

**CUSTOMER SERVICE CUM SALES EXECUTIVE (22th September 2013 to June 2016)**

**SAMSUNG ELECTRONIC, UAE, DUBAI.**

* Dealing with customer enquiries by telephone, email or face to face
* Ensuring that a customer’s problem is brought to a satisfactory conclusion.
* Involved in developing a customer service policy.
* Collecting and analysing data to monitor the level of customer service.
* Making sure that all Health and Safety procedures are adhered to.
* Ensuring the company store presents itself to a high standard of customer service.
* Assisted in promoting new brands introduced to the market.
* Maximising every sales enquiry. Guided and supervised employees working in retail stores of the firm on products displays, promotion, new products, and effective customer service and sales techniques – Worked in coordination with each store’s individual needs, thus facilitating the successful functioning of the store.
* Developed strong relationships with customers – maintained cordial relations with existing and new customers.
* Maintained accounts of sales made, new orders, cash transactions and customer details.
* Superintended the condition of the store and ensured proper maintenance, for optimum customer appeal.

**CUSTOMER SERVICE ADVISOR CUM SHOWROOM IN-CHARGE (06th April 2008 to 20th April 2013)**

**Al-FUTTAIM ELECTRONICS, DUBAI, UAE.**

* + Responsible for sales of the Company’s Properties.
  + Follow up leads Contact Client, conduct effective meetings and close deals.
  + Contacts Leads & Prospect.
  + Follow up on existing clients.
  + Prepare sales reports.
  + Prepare & execute presentations.
  + Getting new listings.
  + Meeting targets.
  + Follow-up customer’s accounts.
  + Follow-up collections.
  + Handle customer service.

**CALL CENTER EXECUTIVE (April 2007 to February 2008)**

**WIPRO COMPUTER, BANGALORE, INDIA**

* In-Bound call process.
* Handling the customer’s queries affectively.
* Customer services.
* Identify and respond to customer needs and related issue.

**CISCO LAB ASSISTANT (14 February 2007 to 30 March 2008)**

**ACCEL IT ACADEMY, CHENNAI, INDIA**

* Provide CCNA training to students
* Handling LAN/WAN Network implementation, connectivity and break-fix issues.
* Router Configuration & Sub netting.

**COMPUTER SERVICE ENGINEER (August 2006 to May 2007)**

**DOT COMPUTER SOLUTATION, CALICUT, INDIA.**

* Trouble shooting.
* Installation.
* Maintenance.
* Technical support.
* Customer services.

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| **ACADEMIC HISTORY** |

* **ENGINEERING DIPLOMA IN COMPUTER SCIENCE & ENGINEERING**
* **HIGHER SECONDRY SCHOOL**

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| **OTHER QUALIFICATION** |

* **CISCO CERTIFIED NETWORK ADMIN (CCNA)**

Accel IT Academy, Chennai, India.

* **MICROSOFT COMPUTER PROFFECTION (MCP)**

Accel IT Academy, Chennai, India.

* **DIPLOMA IN COMPUTER HARDWARE (AITES)**

Government Technical Board of Kerala, India

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| **COMPUTER SKIILS** |

* Operating Systems: Windows 8, Vista, XP, 98
* Application Tools: Microsoft Office 2007 (Word, Excel, PowerPoint)
* English, Hindi, Malayalam, Tamil, Arabic.

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| **LANGUAGES KNOWN** |

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| **PERSONAL PROFILE** |

Date of Birth : 21th December 1979

Nationality : Indian

Marital Status : Married

Driving License : **UAE**