

**OMER**

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**Diera, Dubai.**

*cAREER OBJECTIVE*

*Looking for an opportunity in an esteemed organization which has excellent result and which will deliver extensive service to its employees and customers.*

*COre Expertise*

* *Have 3 years of experience in the field of customer care executive.*
* *Have Bachelor of commerce pursuing.*
* *Specialization in e-commerce.*
* *Proficient in all kind of services.*
* Ability to build and lead teams and resolve issues of teamwork.
* Skilled at performing quality work within assigned modules and time frame.
* Efficient at identifying the organizational needs and customer expectations.
* Good listening skills that help in understanding different perspective situations.
* *Flexible and versatile to adopt new things in short time.*
* *Good & Fast learner.*
* *Can work under pressure and meet timely deadlines. Process strong analytical and problem solving skills with an ability to make thought out decisions.*
* *Have Good communication skills in English, Urdu & Hindi.*

*WORK EXPEERIENCE*

 *1. Worked in MYP Electronics as a sales and customer care executive for 3 Years*

*JOB RESPONSIBILITIES*

*Perform general office duties to support Sales & Marketing (e.g., filing, sending emails, typing, faxing, copying)
• presenting the product or service favorably and in a structured professional way face-to-face;****•*** *Greet customers ;
• Prepare sales-related documents throughout the sales process (e.g., proposals, contracts, or banquet event orders);
• listening to customer requirements and presenting appropriately to make a sale;
• maintaining and developing relationships with existing customers in person;
• cold calling to arrange meetings with potential customers to prospect for corporate business;
• responding to incoming email and phone enquiries;
• acting as a contact between a company and its existing and potential markets;
• negotiating the terms of an agreement and closing sales;
• gathering market and customer information Serves as a basic point of contact for sales and customers with complaints, queries, request, feedbacks etc
• Prepares daily reports on the daily activities of sales and Customer Care team
• Ensures that all the request, queries and complaint of customer are responded in a timely and professional manner
• Develops as well as maintains the relationship with external parties*

*• Responsible for proper scrutiny and recording of the complaints received from customers
• Conducts research and complies answers for informational request from external customers .*

*job profile BUSINESS DEVELOPMENT*

*• Drive early stages of the sales cycle and ensure well qualified first meeting presentation, and opportuntments with potential clients*

*• Meet or exceed monthly quarterly targets for online demonstration pipeline and revenue generation*

*• Pro actively identifying and finding new business lead for given terriyory.*

*• Finding &creating new opportunities on regular basis from the set of lead assigned*

*• close interaction with the pre sales and post sales team to identify and follow up on new opportunities*

*• Handling inbound call for quires.*

*• Taking orders,clearing their doubts about various products.*

*• Promoting up-selling various products.*

*• Handled responsibilities of taking supervisor calls in helping and closing a call.*

*• Ensure strong process adherence across the entire team.*

*additional information.*

***Areas of Interest:****• To exceed the expectations of the organization and achieve customer satisfaction
• To contribute my sales and customer service skills in solving complex customer problems*

*ACADEMIC QUALIFICATION*

BCOM : 2014-16 (E-COMMERCE)

 OSMANIAUniversity (TELEGANA)

*TECHNICAL SKILLS*

Operating Systems : MS-Dos, Windows3.1/95/98/XP/Professional/Windows7

Applications : MS-Word, MS-Excel, MS-PowerPoint Basic Hardware,

 Networking knowledge and internet skills.

*personal details*

Date of Birth : 28/01/1992

Languages known : English, Urdu and Hindi

Marital status : Un-Married

Religion : Islam (Muslim)

Nationality : Indian

Visa Status : Residence visa

Place of issue : Hyderabad