**RESUME**

**SYEAD**

Email:- syead.369823@2freemail.com

Visit visa

**CAREER OBJECTIVE :**

I am creative, analytical & energetic always remain positive within work environments. I consider myself asset with many diverse skills. I learn quickly and can adapt produce efficient results. I work well under pressure and enjoy accomplishments. I thrive upon new challenges and take initiative to get things done.

**Key Skills:-**

|  |  |  |  |
| --- | --- | --- | --- |
| Customer Service | Meeting Sales Goals | Closing Skills | Negotiation |
| Self-Confidence | Product Knowledge | Presentation Skills | Client Relationships |
| Motivation for Sales | Convince Power | Excellent in MS-OFFICE | Smart Work/Honest |

**PERSONAL EXPERIENCES:**

**2 years** work in Apoorti Super Bazaar in Sales Department as a Sales Executive 

March 2007 to May 2009

**Responsibilities:-**

* Welcome customers as they arrive at the supermarket
* Ensure that any price changes put on items immediately
* Answer customer queries regarding products and deliveries
* Attach pricing labels to items before placing them on shelves
* Provide customers with information on daily deals and discounts
* Report any suspicious activity within the premise of supermarket
* Make sure that any out of stock product is informed to the supervisor
* Keep a complete track of number and type of sales performed each day
* Provide sales training to new hires and assist them during the induction phase
* Assist customers in finding their choice of items or escort them to the right shelves
* Ensure that any damaged or expired products are reported and removed from shelves

** ( 2 June 2015 to 25 January 2017 )**

**1.7 Months** in **Xerox Affiliated Computer Services of India Pvt. Ltd.** As a Senior Transaction Processor in

( **EHI** Process – Enterprise Holding Incorporation )

**Responsibilities:-**

* The Senior Transaction Processor will be responsible for indexing the vehicle documents processed by the team as per the business rules defined by the client.
* Performs regular standard tasks.
* Responsible for maintaining daily production reports.
* Adaptable to learn new processes, concepts and skills.
* Supports supervisor with any requests or reporting requirements as and when necessary.
* To meet Service Level Agreement and productivity targets.
* Prepare, maintain and circulate Daily Status Report and Daily Handover Reports within the operation.

 **(14 December 2011 to 14 October 2012 )**

**9 Months** in **First Source Solution Ltd.** as a Customer Care Executive in **(Airtel DTH)**

**Responsibilities:-**

* Attend to the customer calls and provide them the required information.
* Needs to key in the details of the conversation he/ she has with the client.
* Required to take down the requests received for activation/ deactivation of any channel or service.
* Needs to understand the client’s complaints and work upon resolving them.
* Have knowledge about the latest schemes and offers launched by the company.

**PROFESSIONAL QUALIFICATION :**

|  |  |  |  |
| --- | --- | --- | --- |
| **COURSE** | **YEAR** | **INSTITUTE/UNIVERSITY** | **SUBJECT** |
| **MBA** | **2015** | DAVV (INDORE) Pioneer Institute of Professional Studies | HR & Marketing Dual Specialization |
| **BBA** | **2013** | DAVV (INDORE) Swati Jain College | MARKETING |

**EDUCATIONAL QUALIFICATION :**

|  |
| --- |
| 12th (M.P.) Board Bhopal / COMMERCE |
| 10th (M.P.) Board Bhopal |

**COMPUTER SKILLS :**

Excellent to work on Power Point, Ms-Word and Ms-Excel

English typing (Accuracy -**98%**, Net Speed-**40 wpm**)

**CERTIFCATE :**

Diploma in **Hardware & Networking** from IGNOU College Indore (certificate)

Experience letter of **FIRST SOURCE SOLUTIONS LTD.** (certificate)

**SUMMMER INTERNSHIP TRAINING :**

Summer Internship Training for **30 days** from **KHADIM’s India Ltd.** Indore Madhya Pradesh in Sales Marketing. (certificate)

**PERSONAL DETAILS :**

Language known : Hindi, English,Urdu (RWS)

Marital Status : Married

Interest : Sales representative

Nationality : Indian

Date of Birth : 16/10/1987

I hereby declare that the details furnished above are true to the best of my knowledge.

**Place:** Dubai (UAE) **Signature**: Syead