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| **Akshay** [**Akshay.369910@2freemail.com**](mailto:Akshay.369910@2freemail.com) | https://lh3.googleusercontent.com/NIluXaeDaueh0tEbuFHjDiJJc5PbWJBftP0EUd3dMTWAJwvFGeW4Dgi1uP4DKbIS5G45tIcqkVGoFtnoCh99TYSBaJlKGEVVrRRG6ObZq2y9YxFPat4rH6TMq-ou0ogUDS4ks49GzNC-gBW0kA |

**Objectives**

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| I aim to successfully excel as a Customer Service Expert and sales representative for a highly reputable and well-established organisation, whilst working in a challenging, dynamic and exciting environment, with an opportunity to make a significant contribution from the outset. Seeking a suitable role within this field, that also promotes excellent career progression, with the possibility of acquiring further professional training and qualifications, for the purpose of strengthening job productivity and expertise. |

**Education**

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| **July 2011 - July 2014 – B.B.A (Bachelor of Business Administration)**  **G.G.S.I.P., University of Delhi** | |
| * Principles of Management * Business Organization * Human Resource Management * Values & Ethics in Business * Sales Management * Business Policy & Strategy * Business Mathematics | * Personality Development * Financial Management * Business Economics * Taxation Laws * Quantitative Techniques * Organization Behavior * Management Information Systems |

**Skills**

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| * Customer service oriented communication skills * MS Office 2013 (MS Word, MS PowerPoint, MS Excel) * Time Management skills * Negotiation & Persuasion skills * Team work |

**Experience**

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| C:\Documents and Settings\happy\Desktop\MAF-logo.png**Majid Al Futtaim ( Najm Cards ), Dubai , UAE**          Sales Executive  , March 2017 – Present  **Responsibilities**   * Selling credit cards by following sales standard of the company. * Meeting the desired target of the firm. * Handling queries and request of customer. * Able to handle pressure and quality of the company. * Ability to work for a team and bring new ideas for better result of the firm .     https://lh6.googleusercontent.com/NH01ZMOg4IRur97_5xxul8jSnW4Box_4HVEb-nPU0aAfw9vYyNQnCZvfeGyJwXzCdg80P6YfwrtdwiQThJGa0vbxSTETqrTN_tWB4wPGe5f5pZ6Xafo5wWagIlBs_AIkw535vg53gmxcU4LZkw**Etisalat Telecom, Dubai, UAE**  Customer Service & Sales Executive, December 2014 – NOVEMBER 2016  **Responsibilities**   * Patiently & attentively listening to customer queries * Personally interacting with 50+ customers & resolving their queries, complaints & requests * Handling customer complaints & objections * Meeting the customer’s requirement by following sales standard & targets * Product & services knowledge, clearly communicating benefits & features to customers * Adept in market analysis, in addition to excellent planning and organizational skills * Committed to the highest standard of excellence in work * Able to handle pressure, and meet deadlines without compromising quality * Exceptional ability to work both independently, and as a team player * Ability to network effectively, as well as absorb, grasp and adapt new improvements and ideas * Hands on experience on CSR software WFM (Work Force Management)   https://lh6.googleusercontent.com/1aw2OKvwSwSPj6SoCxFdvN_em3JSRa-r6UWu1jHwKOnRjOz7_jALFwhqIdgmTzIJ6RV6hhq0zK_GxYL_M5xN1C-yF7LaSmT-_8IwB7im_4dvslzx5R5QQoJ1U3oM-7emyUeiaJY7JY_kqzfblA**Lifestyle, Delhi, India**  Customer Services & Sales Executive, March 2013 – November 2014  **Responsibilities**   * Inside Sales assistance to customers * Advising customers for products in the store * Addressing customer concerns * Advising customers on fashion trends & Quality   **Awards & Trainings**   |  | | --- | | * **Star of the month** Award for outstanding performance & excellent work during March 2015 * Awarded for **excellent efforts**& dedicated support towards customer satisfaction Q2, 2015 * Awarded Certificate of Achievement for successfully completing **“Customer Service” certification** * Awarded Certificate of Achievement for successfully completing “Etisalat Orientation” |   **Personal details**   |  | | --- | | **Date of Birth:** 17 September 1991  **Nationality:** Indian  **Languages known:** English, Hindi  **References:** Upon Request  **Driver’s License:**INDIA & UAE | |
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