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| **Akshay** **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
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**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
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**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 .

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* 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)

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* Advising customers for products in the store
* Addressing customer concerns
* Advising customers on fashion trends & Quality

**Awards & Trainings**

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| * **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”
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**Personal details**

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| **Date of Birth:** 17 September 1991**Nationality:** Indian                                                 **Languages known:** English, Hindi**References:** Upon Request**Driver’s License:**INDIA & UAE  |

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