**Curriculum Vitae**

**KHAJA**

Email: khaja.370405@2freemail.com

**Career Objective:**

Seeking a challenging career in an organization that offers opportunity to use my experience, knowledge and capability, enhancing development and personal growth, and enabling me to contribute positively towards the organization growth.

**Academic Qualifications:**

|  |  |
| --- | --- |
| B.Com (Comp) | : Osmania University (Hyderabad) |
| MBA (Finance) | : Candidate (Sikkim Maniple University) |
| **Computer Skills:** |  |
|  |  |
| Accounting Application | Tally ERP 9, |
|  |  |
| Application Software | MS OFFICE ( Word, Excel, PowerPoint ), |
|  |  |
| **Work Experience:** |  |
| **Organization** | **: Etisalat** |
| Period | : 12/05/2016 till date |
| Job Title | : Sales Executive |

**Roles & Responsibilities :**

* Sold data and voice services to walking customers
* Adding packages and changing numbers from prepaid to postpaid
* Assist customers in amending their existing account numbers
* Attempting to resolve all enquires on first contact with the customers.
* Good keyboard skills and excellent communication skills.
* Helping our existing customers to renew their packages and handling objections
* Good knowledge of phones

**Organization** **: Royal Sporting House L.L.C (Abu Dhabi)**

Period : May 2015 to May 2016

Job Title : Customer service associate

**Roles & Responsibilities :**

* Store in charge
* Visual merchandising
* Attending customers, Hardcore selling/electronic massage chair
* Making sales report on daily basis
* Sending mails to branch manager about individual sales
* Follow up with customer request through call

**Organization** **: Magic Holiday**

Period : Feb 2013 to Feb 2015

Job Title : Tele Sales Executive

**Roles & Responsibilities :**

* Serves as a basic point of contact for customers with complaints, queries, request, feedbacks etc.
* 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

**Organization** **: HSBC Accommodation**

Period : Jan 2012- Jan 2013

Job Title : Front office assistant.

**Roles & Responsibilities :**

* Welcome visitors and guests and direct appropriately.
* Arranging maintenance visits and logging the duration thereof.
* Record and handle all incoming and outgoing couriers.
* Provide word-processing and secretarial support
* Assist in the planning and preparation of meetings, conferences and conference telephone calls.

**Personal Profile:**

Name : KHAJA

Marital Status : Single

Date of Birth : 16-April-1989

Religion : Islam

Nationality : Indian

Linguistic Proficiency : English, Hindi, Urdu, & Telugu.