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| **Shahin**  [**Shahin.370526@2freemail.com**](mailto:Shahin.370526@2freemail.com)  **OBJECTIVE**  To serve the organization with utmost honesty, hard work, dedication and also to share my knowledge, experience and skill with the management wherever I am put to work and to join an organization where there is a scope of self-development while making contribution towards achievement of the organizational goals.  **PROFESSIONAL PROFILE**   * TO BE AT THE TOP i.e. number one position WHEREVER I PLACE MY SELF. * Highly creative marketer with hardcore sales in finance experience. * Strong team player/leader vastly experienced in delivering business targets in highly competitive environments. * Positive, optimistic, and well organized and self-starter who excels under stressful situations to meet target deadlines.   **Globe Geeks LLC**  **( Jan 2015 Till Currently working ) Operation Manager Sales**  **WORK EXPERIENCE**  Responsibilities:   * Responsible for Achieving the Team Targets. * Motivate and help the Team Leaders to achieve their individual goals. * Manage the Team Leaders & Sales Teams. * Make the Attendance sheet and Email it to all the Sr managers on a daily bases. * Manage the All the team sales report and the refund’s, charge back reports on an excel sheet. * Take the team meets and help the agents to motivate so they could earn more incentives   And Exceed the targets on monthly bases.   * Make the Score card for the team to improve them in all the parameters. * Training, Guiding, Motivating the New Employee’s.   Achievements:   Best team performance in the month of November.   * Highest team conversion in the month of November and top sales. * Top revenue and sales in the month of January. * Top conversion sales in the month of Feb. * Receive a certificate from the president of the company for achieving the top revenue in the month of January.   **TECH VAIDH PRIVATE LIMITED**  **( Dec 2012 till Jan 2015 ) Sales Team Leader**  Responsibilities:   * Responsible for Achieving the Team Targets. * Motivate and help the agent to achieve their individual goals. * Manage the Sales Team. * Make the Attendance sheet and mail it to all the managers on a daily bases. * Manage the Sales report and the Refund, Charge back reports on an Excel sheet. * Take the team meets and help the agents to motivate so they could earn more incentives   And Exceed the targets on monthly bases.   * Make the Score card for the team to improve them in all the parameters. * Training, Guiding, Motivating the New Employee’s.   Achievements:   * Best call of the month award in the month of Jan 2013. * Achieved the highest revenue of the month in Feb 2013. * Achieved best conversion of the month in February 2013. * Five appreciation calls on month of March 2013. * Best Team leader and highest revenue in the month of August 2013   **Pc Asta Technical Services P( LTD ) Sr. Sales Executive ( July 2009 )**  **Promoted as a Sales Team Leader ( Nov 2011 Till Nov 2012 )**  **ONLINE SOFTWARE TECHNICAL SUPPORT PROCESS :**  Responsibilities:   * Responsible for achieving business targets. * Back up and support to team leader. * Closely co-ordinate with the team and management to make them active and targets. * Meet and exceed the targets month on month. * Responsible for sorting out queries of clients with best possible solutions. * Training, guiding, motivating the new employees.   Achievements:   Best performance in the month of August.   * Highest conversion in the month of August and top sales. * Receive an mp3 player and certificate for the month of October. * Register 10 computers on one call. * Three appreciation calls on month of January. * Top revenue, conversion and sales in the month of November.   .  **CONVERGYS Sr. Customer Care Officer ( Jan 2007 till July 2009 )**  **CITI BANK SUN SHINE PROCESS:**  Responsibilities:   * Responsible for achieving business targets. * Back up and support to team leader. * Closely co-ordinate with the team and management to make them active and productive. * Meet and exceed the targets month on month. * Interacting with clients and to generate good business every month. * Responsible for sorting out queries of clients with best possible solutions. * Training, guiding, motivating the new employees.   Achievements:   * Being a Best Sales Champ for the 6 months consistently. * Achieving 100% customer satisfaction for the month of June in July 2007 * Winning appreciation certificate from senior management. * Maintaining good terms with colleagues, HR, management and clients. * Being a Quality contributor by getting increment effective from July, 2007. | | | |
| **EDUCATION** | | | |
| **Degree/Diploma** | **University/Board** | **Year of passing** | **Major Subjects** |
| Higher Secondary | Globe senior secondary school | 2003 | Accounts, Business studies, Economics |
| Secondary | Globe senior secondary school | 2001 | Science, Social Science |
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| **STRENGTHS** | | | |
| I have good interpersonal skills, strong business sense and quick analytic mind. I believe in working hard under pressure to accept new challenges. I am self-motivated and a calm person. My biggest strength is in my very strong belief in God. | | | |
| **EXTRA CURRICULAR ACTIVITIES** | | | |
| * Participated in role-plays and theatre in which it helped me evolve as a team member. * Actively involved in social activities in local church. | | | |
| **OTHER INFORMATION** | | | |
| * Knowledge of computer applications like MS Excel, MS Word and MS PowerPoint. | | | |
| **INTERESTS** | | | |
| * Games & Sports: Swimming, Pool, X Box and Snooker. * Socializing with friends. * Traveling and to adventures things. | | | |