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| **Shahin****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.
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| **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.
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| **OTHER INFORMATION** |
| * Knowledge of computer applications like MS Excel, MS Word and MS PowerPoint.
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| **INTERESTS** |
| * Games & Sports: Swimming, Pool, X Box and Snooker.
* Socializing with friends.
* Traveling and to adventures things.
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