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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  | | --- | | Achievements   * Certifcate Of Excellence Perfomance June 2013 * Monthly Excellence Award May 2014 * Certifcate Of Excellence Perfomance June 2014 * Certifcate Of Excellence Perfomance August 2014 * Monthly Excellence Award November 2014 * Excellence In Customer Experience Award 2nd Quarter 2015. * Monthly Excellence Award April 2016 * Monthly Excellence Award April 2017 * Certificate of Appreciation – Etisalat Hero   Training Certificates   * Masterclass on Telecom Regulatory Compliance Program September 2016 * Team Building – Developing High Performance Teams October 2016 | | |  | | --- | | Fayiz [Fayiz.371794@2freemail.com](mailto:Fayiz.371794@2freemail.com) | | Summary | | Experienced Sales Officer in Telecom industry with strengths in customer service, sales and negotiations. Proven skills in marketing, advertising, product integration, and promotions. I can contribute my skills and experience to the further development of the organization and achieve growth in my professional career. |  |  | | --- | | Work Experience | | Officer – Inhouse Telesales 2013 February – 2017 July  Etisalat Customer Care Centre (Ajman)   * Guiding sales team in attaining program level targets as per operational requirement. * Assisting team members in improving their skills through effective briefing , coaching and trainings. * Inspiring and motivating staffs with innovative ideas and goals. * Analysing and creating reports on team based achievements and targets. * Staff call evalutions to ensure quality of service. * Maintaining periodicals and records for internal /external audits.   Sales Executive 2008 June – 2013 February  Etisalat Customer Care Centre (Ajman) – (Inbound Tech Support/ Outbound Sales)   * Presenting, promoting and selling Etisalat products/services using solid arguments to existing and prospective customers. * Performing cost-­benefit and needs analysis of existing/potential customers to meet their needs * Establish, develop and maintain positive business and customer relationships * Expedite the resolution of customer problems and complaints to maximise satisfaction. * Achieve agreed upon sales targets and outcomes within schedule.   Sales Executive 2007 July – 2008 February  IBM (Bangalore-India)   * Helping effected customers with complaints by cordinating with concerned teams in resolving their issues within speculated time. * Confirm and update of appropriate connectivity details in system so as to ensure uninterrupted service.   **Service Executive November 2006 – May 2007**  Online Instruments (Bangalore-India)   * Installation & maintaenance of electromagnetic locks. * Servicing of proximetric & biometric censors and readers.  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | Skills | | | | | | | Professional |  |  | | | | | * Strong Supervision & Leadership Skills * Problem Solving skills * Result oriented & ability to work under pressure and meet targets | | | * Excellent Conceptual and Analytical skills * Excellent Multi-tasking and Planning Skills * Capability to prepare quick reports | |  | | Personality |  |  | | | | | * Communicative * Punctuality | | | | * Creativity * Organized |  * Software instalaltion and configuration of IP address with the reader to view complete employee details. |  |  |  | | --- | --- | | Education | | | **Higher Secondary School**  Central Board of Secondary Education (2002)  Gulf Indian High School ,  Dubai - UAE | Diploma in Electronics & Telecommunications  Technical Board of Karnataka  (2005)  Hindustan Electronics Academy,  Bangalore- India |  |  | | --- | | Certifications |   MCP (Certified)  MCSE (Course Completed)  CCNA (Course Completed)   |  | | --- | | Languages |     English  Malayalam  Hindi / Urdu  Tamil   |  | | --- | | Areas of Interest |   Sales & Marketing  Operations  Reports And Analyst   |  | | --- | | Hobbies |     Football Music Technology |