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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
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| Fayiz 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. |

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| 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 FebruaryEtisalat 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 FebruaryIBM (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.

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| 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
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|   Personality |  |  |
| * Communicative
* Punctuality
 | * Creativity
* Organized
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* Software instalaltion and configuration of IP address with the reader to view complete employee details.
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| Education |
| **Higher Secondary School**Central Board of Secondary Education (2002)Gulf Indian High School ,Dubai - UAE | Diploma in Electronics & TelecommunicationsTechnical Board of Karnataka(2005)Hindustan Electronics Academy,Bangalore- India |

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| Certifications |

 MCP (Certified) MCSE (Course Completed) CCNA (Course Completed)

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| Languages |

  English Malayalam Hindi / Urdu Tamil

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| Areas of Interest |

 Sales & Marketing Operations Reports And Analyst

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| Hobbies |

 Football Music Technology |