**ASIF**

**ASIF.371810@2freemail.com**

**Can be headhunted for demanding assignments in Service/Marketing.**

**AN OVERVIEW**

* Capable of achieving revenue and business growth objectives in highly competitive environments.
* Ability to support and sustain a positive work environment that fosters team performance with strong communication and relationship management skills.
* Efficient communicator with strong negotiation, problem resolution & client need assessment aptitude.

**EMPLOYMENT-SCAN**

* Worked with **Supercell Technology Pvt Ltd, Kolkata** as a Customer Relationship Manager (November 2015 to July 2017)
* **Job Description :**
* Outbound voice calls and telemarketing to overseas customers in UK
* I manage client groups to understand their requirement and providing solution as per there company need. Generate leads and converting them to customer along with handling 20 teams develop and implement customer service policies and procedures
* define and communicate customer service standards
* review and assess customer service contracts
* oversee the achievement and maintenance of agreed customer service levels and standards
* direct the daily operations of the customer service team
* plan, prioritize and delegate work tasks to ensure proper functioning of the department
* ensure the necessary resources and tools are available for quality customer service delivery
* review customer complaints
* track customer complaint resolution
* handle complex and escalated customer service issues
* monitor accuracy of reporting and data base information
* analyze relevant data to determine customer service outputs
* identify and implement strategies to improve quality of service, productivity and profitability
* liaise with company management to support and implement growth strategies
* co-ordinate and manage customer service projects and initiatives
* evaluate and performance manage staff
* identify and address staff training and coaching needs

**Key Competencies**

* communication skills
* customer service focus
* supervisory skills
* problem analysis and problem-solving
* decision-making
* planning and organizing
* initiative
* flexibility
* presentation skills
* stress tolerance
* Worked with **Vodafone East Ltd-Kolkata** as a **Jr.service manager** ( April 2011 to November 2015)

**Job Description :**

* Managing a portfolio of 110 accounts
* Managing mobility, data and fixed line churn
* Driving customer engagement through onboarding, service desks and reviews
* Undertaking customer initiatives like Permanent desk deployment & SIPs
* Guiding the corporate sales & solution teams to new opportunities
* Managing the service team in the base & manpower development
* Worked with **Bharti Airtel Kolkata** as a **sales executive** (June 2009to April 2011)
* **Job Description :**
* Identifying the target Customer.
* Generating leads and converting them to clients.
* Handling Major Accounts of the company.
* Coordinating the sales and operations with Head office of the company.
* Providing solution to the issues of existing customers and increasing revenue from them.
* Worked with **Alif-Technosoft & We-connekt software Solution Ltd Kolkata**(April 2006 toMay 2009)

**Responsibilities**

* Outbound voice calls and telemarketing to overseas customers in UK & US
* Assisted customers with their queries and problems by phone and e-mail.
* Established and maintained contacts with new and existing customers as per the direction of the supervisor.
* Helped customers place new orders easily.
* Forwarded important and serious matters to the seniors.
* Transferred urgent calls to the required departments quickly and accurately.
* Entered and updated new customer details in the customer relationship management software according to administrative guidelines.
* Achieved set targets of the firm by the stipulated deadline.

 **Key Skills**

* Customer service oriented skills – Ability to deal with irate customers using excellent interpersonal-communication skills.
* Understands new concepts easily – Quick learner.
* Ability to handle stress.
* Computer literate.
* Reliable.

**Achievements**

* Was one of the top-ranking (based on sales volume) agents at Alit-Technosoft Ltd., Kolkata.

**EDUCATIONAL CREDENTIALS**

**HIGHER SECONDARY PASSED IN THE YEAR OF 2006**

**TECHNICAL FORTE’**

* **Software Application :** MS Office (Word, Excel and PowerPoint), Internet.
* **Operating System :** Windows XP, Vista, 7.