# GAZANFARULLAH

**Email:** [**gazanfarullah.374958@2freemail.com**](mailto:gazanfarullah.374958@2freemail.com)

**Visa Status: Visit Visa till 13th Feb 2018**

**CAREER OBJECTIVE:**

To seek rapid growth on both personal and professional front through all-round skills with the emphasis on assigned tasks. Hard work and team spirit thereby, analyzing and meeting the challenges arising in the contemporary competitive business environment integrity and given to sustained hard work. And if provided with an opportunity I shall try my level best in satisfying my superiors in rightful discharge of my duties.

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| **Profile:**   * A **“B.Tech”** (3rd year discontinued) with **3+ years of experience** as a **Sales Executive** in an Electronic retail companies. * Hands on experience in **Retail sales** and good knowledge about **Customers service by providing awareness** and **details of the product.** * Retail sales, Service to customers by providing awareness of products they buy. * With strong understanding, communication and organizational skills and confident worker with capability to work independently and in team. * Available to **join immediately** or within a month. |

**PROFESSIONAL WORK EXPERIENCE:**

**Organization :** **L.G ELECTRONICS PVT. LTD.**

**Tenure : September 2015 – July 2017**

**Designations :** **CUSTOMER CARE MANAGER**

**Responsibilities**

* Maintain Customers complain Register, Delivery Orders, Installation of product records, Demos etc.
* Create and manage effective relationship with customers, community professionals and managers.
* Monitor client actions and provide high level of service through consistent communication and pro-active follow-up.
* Maintain Records, Reports and Confidential documents.
* Partnered with sales team to develop other long distance, local services, and go-to-market plans.
* Arranging weekly meetings, answering telephone calls, all book keeping works etc.
* Ordering and maintaining stock and equipment supplies.
* Implemented consumer research and user experience analysis to create product recommendations.
* Monitor daily operations to ensure a free flow process.
* Ensure client data is protected from the public and secured against fraud by enforcing access rights and verification levels.
* Maintaining appraisal documentation of team.
* Arrears follow-up.

**Organization :** **GLOBAL SERVICES**

**Tenure : December 2014 – September 2015**

**Designations :** **CALL CENTER SALES EXECUTIVE**

**Responsibilities**

* Contacted new and existing customers to discuss how their needs could be met with specific products and services.
* Responded to all customer inquiries in a timely manner.
* Coordinating staff and giving support to teams.
* Preparing Weekly & Monthly sales and stock reports.

**ACADEMIC EDUCATION**

**B.tech.** (3rd year discontinued)

Shahjehan collage of Engg. & Tech.

(Jawaharlal Nehru Technological University) **[CE]**

Chevella, Telangana.

**Intermediate**

Gowtham Junior College (**M.P.C** 2009-2011)

Hyderabad, Telengana-500018

India.

**10th**

Good shepherd Higher Primary and Bethel High School (2009).

Gangavathi, Karnataka-583227

India.

**COMMUNICATION AND INTERPERSONAL SKILLS**

* Outstanding command over verbal and non-verbal communicative & interpersonal skills.
* Strong organizational, managerial, problem solving, interpersonal and negotiation skills.
* Confidently able to work independently or in a team to deal effectively with educators & employees.
* Flair to organize & prioritize tasks to meet deadlines.
* Have a good level command over English, Hindi, Urdu and Kannada Languages.

**CERTIFICATION/ ADDITIONAL SKILLS**

**MS Office** : (All versions, esp. MS Word, MS Power Point and MS Excel)

**Mobile Technician** : (Servicing of all type of mobile phones)

**AutoCAD**  : Designing plans in 2D, 3D.

**Graduation Degree**  : Hindi Language

**PERSONAL INFORMATION**

**Birth date** : 02nd October 1993

**Marital Status** : Single

**Gender** : Male

**Nationality** : Indian

**Visa status/Expiry**  : Visit Visa / 13th Feb 2018

**Languages Known** :English,Hindi, Urdu, Telugu and Kannada.

I here by declaring that all the information served above is true at best to my knowledge.

**Kind Regards,**

**GAZANFARULLAH**