**CURRICULUM VITAE**

**KHAJA**

**B.com Computers**

 [**KHAJA.375601@2freemail.com**](mailto:KHAJA.375601@2freemail.com)

**OBJECTIVES:**

To contribute in the field of logistics and sales using my knowledge and skills and cope up with trends in reputed organization. Ensures excellent customer service through accurate and fast processing for sales order.

**ACADEMIC QUALIFICATIONS:**

Bachelors in commerce (Computers) Mahatma Gandhi university (65%) India (2015).

B.P.C Sri Gouthami Junior College (60%) India (2011).

**TECHNICAL SKILLS:**

* MS Office
* King soft Office
* Web Surfing
* Operating systems(windows 7,8,10)

**PROFESSIONAL EXPERIENCE:**

Delivery Center head at Ecom Express private limited India's leading end-to-end logistics 

**POSITION SUMMARY:**

Provide excellent customer service. First point of customer contact for general enquires like shipment tracking, dispatch detailing, product status update. Communicates with the company about the product delivery.

**JOB RESPONSIBLITY:**

* Perform receipt, storage and issuance of finished goods materials Apply storekeeping procedures and methods in arranging space, conducting inventories
* Ensure proper and precautionary methods are observed in handling and storing items requiring special treatment.
* Maintain established inventory of materials and consumable
* Ensure that all requisitions are with accurate amounts and according to specifications
* Provide strong leadership among warehouse workers and laborers.
* Managing Reverse shipment. Handling mail query.
* overlooking the day to day warehouse operations and distribution.
* Review and analyze stock replenishment support, reconcile stock to ensure there are no outstanding deliveries or backlogs and stock discrepancies.
* Implementing health and safety procedures;
* Managing staff training issues;
* Motivating other members of the team;
* Oversee and manage the warehouse logistics & operations.
* Should have experience in perpetual & annual stock count.
* Candidates should have experience in MIS Reports:
* Weekly and monthly stocks and delivery report.

**PROFESSIONAL EXPERIENCE II**

* March 2014 – April 2015
* Organization : **Vertex Global Services**
* Department : Tata Sky D2h Services
* Designation : Customer Service Representative (CSR) .

**Sales & Service Operations :**

* Drive sales initiatives and for strategic market positioning and ensuring the increase in sales growth
* Ensure territorial growth/development for increasing sales volumes.
* Manage large amounts of inbound and outbound calls in a timely manner
* Follow communication “scripts” when handling different topics
* Identify customers’ needs, clarify information, research every issue and provide solutions and/or alternatives
* Seize opportunities to up sell products when they arise
* Build sustainable relationships and engage customers by taking the extra mile
* Keep records of all conversations in our call centre database in a comprehensible way
* Frequently attend educational seminars to improve knowledge and performance level
* Meet personal/team qualitative and quantitative targets
* Obtains client information by answering telephone calls; interviewing clients; verifying information.
* Determines eligibility by comparing client information to requirements.
* Establishes policies by entering client information; confirming pricing.
* Informs clients by explaining procedures; answering questions; providing information.
* Maintaining relationships with existing customers through regular visits
* Ensure high level of consumer satisfaction by building and maintaining good relationship with potential customers.
* Verifying the documents and submitting with 100% success ratio
* Initiate and close deals.
* Achieved the targets in all months
* Achieved the sales in diversified products

**CERTIFICATIONS:**

* INTERNATIONAL ENGLISH LANGUAGE TESTING SYSTEM (IELTS) 6.0 bands
* PEARSON TEST OF ENGLISH (PTE) score 56

**PERSONAL PROFILE:**

Date of Birth : 19/07/1994

Nationality : INDIAN

Marital status : Single

Languages Known : English, Urdu, Hindi, Telugu

Visa : Visit(valid till Dec 30)

**DECLARATION:**

I hereby declare that the above information is true to the best of my knowledge.

KHAJA