**Faiyaz**



Dubai-UAE

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**Executive summary**

* Result proven professional with 08 years of experience in Sales & Marketing and Customer Service.
* Proven track record of streamlining a workflow and creating a team work environment to enhance productivity.
* Skilled in Managing subordinates.
* Possess Good communication, interpersonal, and relationship management skills.
* Motivate others and self to achieve goals, giving clear and concise explanations for relevant recommendations.
* Well organized easily meet deadlines, enthusiastic and highly motivated.

**CAREER CONTOUR**

**1. Haygot Education Pvt. Ltd.(Toppr.com) Mumbai, India.**

**Direct sales Associate (2 May 2018 To 28 Feb 2019)**

**Accountabilities**

* Assist to sell various educational products for organization and ensure optimal level of customer services through various sales calls, lead generation & fixing appointment on telephone.
* Counseling students and parents to upgrade them to the Educational Products.
* Understanding the needs/requirement of the students and offer Toppr products that would be beneficial to the student.
* Develop month on month sales models for proven business growth.
* Participating in all departmental meetings and provide training for same.
* Keeps management informed by submitting activity and results reports, such as daily call reports, weekly work plans, and monthly analyses.
* Contributes to team effort by accomplishing related results as needed.

**2. Clariant Masterbatches KSA Ltd., Riyadh, Saudi Arabia.**

**Sales Coordinator Riyadh & Export (11 March 2011 till 14 Feb 2017)**

**Accountabilities**

* Grow existing accounts by checking customer's buying history, suggesting related and new items, explaining technical features.
* Answer customer calls and respond to email.
* Order handling, customer inquiries both via Mail & telephonically.
* Coordination with Laboratory and Production for order processing, Status and enquiry.
* Creating delivery, invoicing, Planning and scheduling deliveries with shipping companies for export.
* Communicate expected delivery date, explaining stock-outs.
* Following & reporting delivery delays.
* Resolves customer complaints by investigating problems; developing solutions; preparing reports; making recommendations to management
* Discuss every complicated mater with the Managers, HOD, MD, and other professionals effectively to settle the important issues.
* Payment follow-up.

**3. State Bank of India, Mumbai, India.**

**Credit Card Sales Executive ( Aug 2008 till Nov 2010)**

**Accountabilities**

* Cold Calling and field visit.
* Presenting the product or service in a structured professional way face to face or by telecalling.
* Reviewing our sales performance, aiming to meet or exceed targets.
* Attending team meeting and sharing best practices with colleagues.
* Recording sales information and sending reports to the sales office.

**scholastics**

* MBA in Marketing from ISBM University 2016.
* B.M.S. Passed from ISBM University 2014.
* HSC 2006 from Mumbai, India.
* Secondary School Certificate 2004 from Mumbai, India.

**COMPUTER PROFICIENCY**

* SAP SD Training – Highly-Trained Professional (Undergone extensive training in SAP SD module)-Course completed and certification from Prym IT Education in Feb. 2018.
* MS Office Application (Excel, Word, Power Point, Etc.)

**PERSONAL PROFILE**

**Date of Birth :** 31st Dec 1987

**Languages :** English, Arabic, Hindi, Urdu and Marathi

**Nationality :** Indian.