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**MUQEET**

**Email:** **muqeet-392617@2freemail.com**

**Carrier Objective:**

To become a competent & dynamic professional working in an organization that places high value on professional growth for self-motivated individuals seeking challenging assignments for responsible positions**.**

**Key Skills:**

* Self Motivation
* Excellent interpersonal and communication skills in a professional manner.
* Ability to learn and work under pressure.
* Confident and good team player.
* Ability to learn quickly and adapt to changing environments and willingness to accept responsibilities.
* Ability to deal effectively with multicultural environment

**Educational Qualification:**

1984-1986 B.E (Electronics) (Discontinued) Bangalore University (Bangalore, India)

1982-1984 Intermediate Board of Intermediate Education (A.P, India)

1972-1982 High School (S.S.C) Board of Secondary Education (A.P, India)

2007 Hardware Aquarius Institute of Technology (Chicago, USA)

2007 Business Objects Net span Inc (Chicago, USA)

**Computer Skills:**

* Basic Knowledge of Computer Application

**Professional Experience:**

**Since Nov’13 to April 2019 Herbalife India Pvt. Ltd. Supervisor**

**As Wellness Coach**

* Advising clients on best ways to improve lifestyle and engage in healthier practices
* Communicating constantly with clients and administration analyzing details and designing

 programs based on those criteria

* Conducting special programs on diet fitness health wellness pressure and stress and the best ways to deal with them. Familiarity with federal and state nutrition program regulations
* Reviewing notes about clients and programs suggesting and implementing changes as required

**As Nutrition Consultant**

* Conducting in-store nutritional consultations, assisting customers with diet plans, including customers with various health issues, allergies and weight goals
* Advising customers on nutritional supplements
* Creating product displays. Carrying out inventory and place orders to ensure continual replenishment of stock with minimal waste
* Helped to increase sales of nutritional supplements
* Communicated effectively with people from vastly different backgrounds
* Facilitated the use of appropriate nutrition education service

**Nov’10 to Oct’13 HSBC Technologies and Services Customer Service**

 **Hi- Tech city, Hyderabad**

* Provided expert direction and guidance on customer experience activities, including:
* Receive and process clients’ loan requests
* Record transaction in the computer system
* Verify the financial status of customers by communicating with the credit-rating agencies
* Process applications for fund transfer, ATM cards and change of address and contact numbers
* Compute outstanding payments while closing accounts and loans
* Created new methodologies in customer satisfaction by:
* Initiating conversations with customers to uncovered their needs and referring them to the appropriate business partners to meet personal
* Answeringoverseas clients’ (UK, USA, Canada and UAE)questions and inform them about different banking products, and services
* Attaining and solving complaints of account holders
* Thoroughly inspected complete functionality of:
* Handling individual and corporate loan proposals
* Calculating the annual interest rate for home and vehicle loans
* Identified opportunities for cross-selling of value-added bank products and services comply with all operational, security and control policies and procedures
* Facilitated administrative tasks:
* Making calls, answering questions, and opening and closing accounts feed, maintain and update customers’ records in the computer systems
* Entering and maintained transactions’ records manually and electronically

**USA EXPERIENCE**

**Jan’08 – Oct’08 Computer Zone, Chicago, IL, USA Store Manager**

* Played an key role in:
* Handling Front Desk, e-mail and phoneinquiries; identified and ensured that they were received by the appropriate staff and faculty members in the department
* Filing, data management, drafting and editing office memos
* Processed background checks and coordinated drug screenings
* Coordinated the administration of product orders, understood customer needs and guaranteed delivery of company's commitment
* Actively involved in setting up the sales for the month by implementing new strategy for sales
* Highly talented and resourceful, helping customers with hardware problems

**Jan’03 – Jan’08 Carson Pirie Scott, Chicago, IL, USACustomer Service Manager**

* Utilized exceptional problem solving skills in resolving various customer problems
* Assumed full responsibility in helping customer in finding the right merchandise
* Exceptional performance in overseeing return and exchange merchandise

**Jul’98 – Sep’03 Computronics, Inc. Chicago, IL, USA Owner/CEO**

* Provided sufficient information to customers with their enquiry on returns, purchasing store protection plans and service packages
* Participated in organizing:
	+ Computer shows nationwide in USA
	+ Computer Classes &courses -Basic, Networking, Cisco, SAP, Oracle, Business Objects

**Mar’97 – Jun’98 Erudite Technology, Chicago, IL, USA Sales Manager**

* Engaged in:
	+ Drafting of promotional materials for the department
	+ Creating the template for marketing materials to prospective faculty that continues to be used as a

 principal information document for recruitment

* + Scheduling training classes, seminars, and conferences for Networking, Oracle, SAP, Hardware
	+ Scheduling appointments and assisting students with registration and finding information
* Actively participated in developing corporate strategy in Marketing including organizational and operations restructuring, for presentation to North American executive management
* Proficiently handled:
	+ Selling the course packages to the students and corporations
	+ Collection of course fees and making payment plans for students
	+ Maintaining the corporate and clients’ accounts

**Personal Details:**

Date of Birth : 22/12/1966

Nationality : Indian

Marital status : Married

Gender : Male

Languages : English, Hindi & Urdu