**VASEEM**



Email: vaseem-394762@2freemail.com

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| **Career Objective** |

“*To obtain a job with in my chosen field that will challenge me and allow me to use my academic qualification, analytical skills and past experiences in a way that is mutually beneficial to both myself and organization and allow for future growth and advancement”.*

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| **Academic Qualificatins** |

* B.A (Hons) Geography from AMU in 1998
* Intermediate (10+2) from AMU in 1995
* High School from U.P board in 1993

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| **Professional Qualifications** |

* Master in Tourism Administration (M.T.A) from Aligarh Muslim University (A.M.U) Aligarh in 2002

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| **Professional Experiences** |

**Travel Consultant**

**Self employed**

**Job Profile 01st Jan 2016 to Present**

* Giving advice on destinations and making arrangements for transportation, hotel accommodations, car rentals, tours, and recreation.
* Booking air tickets and get issued with the help of GSA
* Advising clients on weather conditions, restaurants, and tourist attractions.
* Providing information on customs regulations, required papers (passports, visas, and certificates of vaccination), and currency exchange rates.
* Consulting a variety of published and computer-based sources for information on departure and arrival times, fares, and hotel ratings and accommodations.
* Visiting hotels, resorts, and restaurants to evaluate the comfort, cleanliness, and quality of food and service for recommendations on travel experiences.
* Promoting services, using telemarketing, direct mail, and the Internet.

 **Jan. 2009 to Dec 2015**

**Sales Consultant**

**Job profile**

* Responsible to increase sales in my territory by extending coverage
* Responsible for preparing market strategies & schemes to counter the competitor's activity in the territory, Research on related companies in the market
* Arranging advertising to promote the property
* Making appointments and showing buyers around a property
* Finding buyers in a position to proceed with purchase and willing to pay an acceptable price
* Played a stellar role in managing After-sales services including coordination with Installation Team, timely hand over
* Referring buyers to morgage arrangers for quotations and advice
* Instrumental in resolving customer queries related with Service and Billing issues.
* Accountable for All time billing of customer
* Challenging any objections with a view to getting the customer to buy
* Reviewing our own sales performance, aiming to meet or exceed targets
* Attend team meeting and sharing best practice with colleagues

**In Dubai, UAE August 2007 to September 2008**

**Business Development Executive**

**Job profile**

* Identifying, researching and targeting new business prospects.
* Liaising with new and existing clients over the phone and meeting them face to face.
* Gaining new appointments from hot and cold leads.
* Managing and maintaining databases of potential clients.
* Developing strong working relationships with prospective new clients.
* Producing monthly pipeline reports for management purposes.
* Providing support to the sales and marketing team through a variety of additional activities.
* Pitching products and/or services
* Maintaining fruitful relationships with existing customers
* Working in the Telesales Department of the bank, handling the outbound sales for Credit cards, Balance transfer and smart cash
* Coordinating with the credit department for quick approvals
* Developing new areas to generate new business.
* To achieve the sales / revenue target from new clients
* To give regular feedback on market conditions, competition and other factors influencing sales
* Attend team meeting and sharing best practice with colleagues

**in INDIA April2004 to March 2007**

**Sr. Customer Support Representative**

**Job profile**

* Assists the Customer Service Representative (CSR) with difficult cases.
* Ensures delivery of excellent customer service through fast and accurate processing of orders, communication, and coordinating with other departments to resolve inquires.
* May assist management in ensuring performance goals are met.
* Builds and maintain business relationship with clients by providing prompt and accurate service so as to promote customer loyalty.
* May mentor or give direction to junior team members and provide training on best practices.

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| **Personal Details** |

Date of birth : 04th August 1976

Nationality : Indian

Marital Status : Married

Languages : English, Hindi and Urdu

Date of issue : 04/03/2015

Date of expiry : 03/03/2025

Date

Place Vaseem