**NAME: Salim**



**Email:** [**salim-395557@gulfjobseeker.com**](mailto:salim-395557@gulfjobseeker.com)

**CAREER OBJECTIVE.**

To work on challenging assignments that values talent wherein I can utilize my skills and Knowledge to enhance for the growth of the organization. To work as an in-charge of the entire processing data and software of an organization. So that I can create effective information system, Strategies, coordinate data, secure strategies with other IT professionals and supervise.

To seek placement in Operations, IT Management IT Sales and many other leagues with a major organization in order to utilize my skills, expertise and experience for the growth & prosperity of the organization to the optimum level as well as facilitate career.

**PROFESSIONAL STRENGTHS.**

* Possess excellent verbal and written communication skills.
* In-depth knowledge of account acquisition, sales service and management.
* Ability to exceed sales target on a regular basis.
* Possess good management and organizational skills.
* In-depth knowledge of computer products as well as the industries.
* Ability to build good relationship with customers.
* Knowledge of basic operating systems like Microsoft Word, Excel, PowerPoint and the internet.
* Ability to handle multiple tasks.
* In-depth knowledge of systems upgrades and networking.
* Possess good presentation and negotiation skills.

**INFORMATIVE SKILLS.**

* Personal Education in Computer and Mobile Software and Hardware Support. Highly Experienced in Internet Services Regarding Mobiles, Computers, Entertainment Media, Electrical and Electronics.
* Knowledge of wide range of product being sold.
* Immense In-depth knowledge of the Consumer Guarantees Act.
* Great organization skills and the ability to memorize stock.
* Exceptionally friendly, helpful, polite and patient.
* Immense passion dealing with the public and strong enthusiasm and interest in merchandise being sold.
* Uncommon neat and tidy appearance and a clear speaking voice.
* Strong stamina and ability to spend lots of time on the feet.
* Extended Microsoft Knowledge in Excel, Power-point, Word and Outlook.

**Freelance IT Services**

* **Computer World - IT Technical Support for office & home Jan 2018 - Present**
* Complete Software and Hardware Services.
* Windows and Office Installation.
* Corrupt Office/Outlook.
* Virus Removal.
* Modem and router Installation.
* Networking.
* Data Recovery.
* Upgradation.
* New and Used Laptop, Desktop, Printers and other IT Products.

**UAE WORK EXPERIENCE April 2013 – Sept 2017 (Etisalat).**

**Commit DMCC (Telesense) Etisalat Farming & Hunting Partner.**

**Operations Manager (Feb 2016 –Sept 2017).**

**Heading the team of 12 Members for processing, Activation, Service Delivery, Customer Queries, Customer Complaints, Resolving Problems on given ETA.**

**Handling 5000 given companies as part of indirect managed Etisalat for Newacquisition, Upsell, Migration, MNP and Retaining.**

* **Comprehensive MIS Reports Farming & hunting.**
* Generate and distribute management reports in accurate and timely manner.
* Provide strong reporting and analytical information support to management team.
* Monitoring Top COCP Accounts.
* Incentives Calculations.
* Daily/weekly/Monthly Performance report – KAM/Team.
* Target Vs Achievements.
* Daily Submission Report for Managers/TL’s/KAM’s
* Pace Points.
* **Customer Service.**
* Understand customer problems and provide appropriate technical solutions.
* Participate in cross-functional meetings to resolve recurring customer issues. (*Weekly Meetings*)
* Provide customer support and assistance in issue troubleshooting and resolution.
* Provide Solution with long pending billing disputes.
* Network Issues (*Booster Request*).
* DU exit penalty waivers.
* B2B Accounts Registrations.
* 24x7 Email and Call Support. (*My details were shared across business centers and customer service team at Etisalat as a single contact point*)
* Emailing Etisalat Support on non-office hours for emergency support.
* Meeting customers who doesn’t wants to deal with channel partners.
* **Mobile Registrations.**
* Consolidated report of Expired Business Numbers before Etisalat provide its.
* Contacting Customers Via email and calls to send renewed trade license and establishment card.
* Updating fresh documents on CBCM.
* **Farming Prospects.**
* Mapping Opportunities for KAM product wise
* STB (Stop the bleeding).
* Mapping Engagements, Company address, Contact Details, Email address with Account Base.
* Handling B1 & BSV opportunities and dealing directly with customer via calls and emails
* **Acquisition Commission and Defaulters.**
* Mapping activation vs payout commission.
* Mapping list of companies with paid/unpaid first 6 months Bills (*Claw Back*)
* Mapping and distributing list of defaulters to designated KAM’s
* **Expired Retentions & Contracts, Tier 1 & Tier 2 Accounts.**
* Assessing expired or renewal accounts.
* Getting approvals for retention on renewal contracts.
* **Business case approvals for BU & fixed lines.**
* Processing everyday business cases and getting it approved on priority.
* Follow ups on rejected business cases.
* Follow ups on IDA+ and BIB cases for installation and closure.
* Party ID Merger Request.
* SIM allocations for NEW and MNP for both farming & hunting.
* **Email & Flyer campaign.**
* PowerPoint presentation for new offers of mobile plans & devices.
* Mass mailing to farming customers subjected to approval from Etisalat.
* Request for Kiosk for CEP sales.

**Ref: Kallol Ghosh-Business Head:05678979999, Swetha-HR: 0528998720.**

**Al Wahib Marketing Management (Hunting).**

**Operations Team Leader Oct 2015 to Feb 2016**

Managing Activations, Lead Generation, Sales & Customer Service.

**Ref: Syed G H Rizvi -Owner: 055-967-0111**

**Bilkish Human Resources Consultancy (April 2013 – August 2015).**

**Outdoor Sales Executive**for Client DU (May 2013 to Aug 2013) Outdoor Sales Executive for Corporate companies

**Telesales Executive**Sep 2013 to Dec 2013, Excellent Telesales performer with outstanding sales productivity for Etisalat Elife Triple Play.

**MNMI**agent for DU Dec 2013 to Jan 2014, technically advance in getting trade license and establishment card for companies in order to re-register the company with DU.**Position: Du Processor**Jan 2014 to Mar 2014, Processing and activation for Corporate Customers of DU on Outlook/Citrix.

**Position: Processor/CPV/MIS/In Charge** Mar 2014 to Aug 2015, Processing and activation on Outlook/CBCM/CRM /Managing MIS /Delivery of the Devices**. Position: Operation Supervisor**for a Team of 8 from Oct 2014 to Aug 2015, Processed/Activation/Delivery/Managed Complete MIS of 120 Sales Agents with 8 Managers with 75 Etisalat product of different values.

**Position: IT Support**Procured Mail Server Domain Name and Configured Solely.

**Position: IT Support**Configured Emails for Unlimited Sent and Receive. **Position: IT Support**Managed CCTV Footage with Recording.

**Ref: Gulamali-Owner:0505252405, Pramod-HR 04-2336629**

**Computer World December 2004 – Dec 2012 (Sales & Services) Self OwnedMobile & Computer Shop – India.**

* Handled the tasks of selling computer hardware as well as peripherals to Home and SMB Sector.
* Sold various types of brands like DELL, HP, Compaq and Macintosh.
* Assisted with shipping schedules and delivery of merchandise goods and services.
* Identified and resolved client's problems.
* Responsible for making new accounts and maintaining the old one.
* Responsible for preparing proposals, presentations.
* Responsible for taking purchase orders.
* Well Versed with CRM.

**COMPUTER PROFICIENCY.**

* Highly experienced in **Microsoft Excel, Word, PowerPoint & Access**.
* Experience in **Microsoft Windows 7-8 & 10, Windows Server 2008/2012/2016 &**
* **Complete knowledge of Software Applications, Hardware, Networking and Mobile Applications Programming**
* Firewall Troubleshooting and Complete knowledge of Internet Service.
* Updating drives.
* Well versed with **Microsoft Office. (Exchange)**
* Complete knowledge **of mobile software, flashing, upgrading, installing, formatting** etc.

**CORE COMPETENCY.**

* Open to **Change**, **Quick learner**, **Good listener**.
* Good **Networking** and **Communication** skills.Can effortlessly **multitask**.
* A critical thinker with strong **Analytical skills**.
* Strive for **Quality** in everything I do.

**TECHNICAL KNOWLEDGE.**

**Windows**

* Installing, Configuring ADSL & Modems, Broadband Routers Ethernet Cards.
* Servicing & Troubleshooting System Peripheral and Hardware Devices.

**Hardware**

* Desktop Support, Assembling, Troubleshooting & Maintenance of Laptops, Desktop PCs and Printers.

**Networking**

* Independent responsibility in Installation, Maintenance and Troubleshooting of Networks.

**EXTRA-CURRICULAR ACTIVITIES.**

* Playing Cricket, Football & Basketball
* Participating in Athletics, Swimming

**PERSONAL PROFILE.**

* **Date of Birth :** 25th April 1984
* **Sex :** Male
* **Marital Status :** Married
* **Languages Known :** English, Hindi
* **Hobbies :** Music, Indoor games, Cooking etc.