**CURRICULUM VITAE**

***Habeeb***

******

E-mail: [**habeeb.179186@2freemail.com**](mailto:habeeb.179186@2freemail.com)

**Career Objective:**

To succeed in an environment of growth and excellence and earn a job which provide me job satisfaction and self-development and help me achieve organizational as well as personal goals

**Work Summary:**

* Generate sales for a portfolio of accounts and reach the company's sales target.
* Identify new sales opportunities within existing accounts to remain a client-account manager by [up-selling](http://en.wikipedia.org/wiki/Up-selling) and [cross-selling](http://en.wikipedia.org/wiki/Cross-selling).
* Manage and solve conflicts with clients over the phone.
* Interact and coordinate with the sales team and other staff members in other departments working on the same account.
* Establish budgets with the client and company.
* Meet time deadlines for manage accounts.
* Handle the queries with proper advice or quick solutions, which is vital for the growth of business by safeguarding the interest of customers.
* Proven ability to provide a high level of Customer Service surpassing market standards and maintain healthy relationship with peers and clients.
* Interact with the customers and listen to their complaints with patience there by suggesting resolution for the same.
* Training and Development of Staff, Ownership and Problem Resolution.
* Working towards resolving variances, failures and discrepancies. Quickly and accurately on an independent basis; giving great attention to detail.
* Accomplish Team and organization goals by completing related results as needed
* Conduct Performance Appraisal for the team.
* Compiling reports on team’s performance and customer feedback.

**Professional Experiences:**

* **DELL International Services as Accounts Manager I**

**From May 2014 to July 2018**

* Assisting Clients in purchase of computers and computer hardware over the phone
* Processing sales orders, order dispatches and shipment of orders.
* Providing technical advice to Clients on software and hardware purchase over the phone
* Tracking incomplete orders and arranging missing hardware to complete and dispatch the order.
* Producing written information for Clients, often involving use of computer packages/software.
* Communicating courteously with customers by telephone and email.
* Creating new corporate Clients and upgrading customers.
* Creating team and agent sales and target achieved reports.

Supervising team members and providing technical and sales assistance

* **Shore Infotech as Software Engineer for Resultstel**

**from July 2012 to July 2013**

* Taking and preparing specification and collecting client requirements for IT services.
* Preparing Calls reports and update SQL Tables.
* Processing and moving data to servers and Excel reports.
* Auditing store procedures and programs for company’s quality standards.
* Auditing webpages for new launches and promotions
* Archiving data and store procedures on SQL Server Databases.
* Manage and solve conflicts with clients.
* Maintain excellent service quality at the point of enquiry and follow-up.
* Work with Customer Care Manager to solve problems that might arise from complaints and pitfalls in customer communication.
* Ensure that follow-up schedules and deadlines are met.
* Maintain accurate records of discussions or correspondence with clients.
* **Yantra Software as Software Developer for Resultstel**

**from June 2010 to July 2012**

* Prepare Specification and collecting client requirements for IT services.
* Manage and solve conflicts with clients.
* Ensure that follow-up schedules and deadlines are met.
* Maintain excellent service quality at the point of enquiry and follow-up.
* Work with Customer Care Manager to solve problems that might arise from complaints and pitfalls in customer communication.
* **DELL International Services as Senior Sales Consultant**

**from Aug 2008 to June 2010**

* Assisting Clients in purchase of computers and computer hardware.
* Processing sales orders, order dispatches and shipment of orders.
* Providing technical advice to Clients in software and hardware purchase.
* Tracking incomplete orders and arranging missing hardware to complete and dispatch the order.
* Producing written information for Clients, often involving use of computer packages/software.
* Communicating courteously with customers by telephone and email.
* Creating new corporate Clients and upgrading customers.
* Creating team and agent sales and target achieved reports.
* Supervising team members and providing technical and sales assistance.
* **HSBC as Customer Service Associate**

**from Nov 2006 to June 2008**

* Managingemployee medical, dental and retirement benefits
* Filling claims for reimbursement with medical insurance companies for employees
* Providing information to employees on different medical insurance options
* Processing payroll of employees and maintain reports for the same
* Assisting employees in health insurance enrolment
* Tracking missed payroll update and payroll payment for employees
* Updating employee information in the People Soft Application
* **Hypersoft Technologies asCustomer Care Executive**

**from Feb 2005 to Dec2005**

* Managing accounts payable and receivable of the clients.
* Documenting company’s payable and receivables bills.
* Clearing payments and checks.

**Academics:**

* B.Com. Vocational (Computer Applications) from Osmania University.
* Intermediate: Board of Intermediate Education.
* Software Engineering Diploma from Orbit Institute of Vocational Studies

**Software Skill Set**

**Software Diploma** from **Orbit Institution**

Operating Systems **Windows Family**

Packages **MS–Office, MSBI, CRM Tools & PeopleSoft**

Programming Languages **C#.Netand ASP & VB.Net Technologies & COBOL**

RDBMS **SQL Server& Oracle 10i**

Web Technologies **HTML & ASP, Java & VB Script**

Developing Technologies **VB and Developer 6i**

**Training**

* Sales Acceleration Program (TACK)
* Server and Enterprise Sales at Dell
* ITIL Foundation: Service Life Cycle AT Dell

|  |
| --- |
| **Achievements** |

* Received Appreciation Award for 3 consecutive quarters for outstanding performance at Dell.
* Received Bronze Award twice for outstanding performance at Dell.
* Received Appreciation Award for outstandingperformance at Yantra Software for Results Project.
* Received Appreciation Award for Highest Sales in Dell within the new teams.
* Received Appreciation Award from Head of the Department for excellent work at HSBC.
* Received Appreciation Award for highest productivity at HSBC at Quarterly Rewards and Recognitions.

|  |
| --- |
| **Core Skills** |

Customer Service, EffectiveCommunication, Sales and Software

|  |
| --- |
| **Extra Curricular** |

* Represented Hyderabad in Interstate Football Tournament.
* Won the inter class Caroms’ championship at Degree college.

|  |
| --- |
| **Personal Details** |

Hobbies : Soccer, Cricket, Caroms, Biking and Video Games

Strengths : Positive Thinking, Confidence and Quick Learner

Nationality : Indian

Languages Known : English, Urdu and Hindi