CURRICULAM VITAE

Syed Kaleem

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CAREER OBJECTIVE

To secure a challenging and rewarding Position, where I can best utilize my extensive expertise having hands on overall experience in Sales and marketing Customer Care & coordination, Committed, trustworthy, reliable, discipline, dedicative, able to adapt and work in challenging maintaining business environment, work independently & under pressure with minimum supervising, good interpersonal skills, Showing excellent performance up to the expectation of Management, superiors & esteemed organization within a short period and to be a valuable asset to an organization.

STRENGTHS

Effective communication skills and good analytical and decision making ability understand the need and executing, handling and achieving, dedicated to Professional and highly motivated towards target achievements, having the ability to complete the given task, positive attitude, Friendliness and Flexibility.

EDUCATIONAL QUALIFICATION

➢ Higher Secondary Grade IVUP

➢ Bachelors in applied finance and accountancy IVUP

➢ Certification in –Serve computer, Team Possible

 Chip level service, All Electronics Components (Desktop/ Laptop / Electronics Experiment)

Computer Skills

Operating Skills: -Windows 98, 2000, XP, Vista Windows 7.

Packages Skills: -MS Word 2003-2007, MS Excel2003- 2007, Corel draw, Adobe Photoshop.

 Work Experience

Organization ​: Eagleton-The Golf Resort s

Designation​: Sales and Marketing Executive

Period​​: March 2009 to Sep 2013

Role : Sales and marketing​

➢ involved in sales and marketing of plots / villas club membership.

➢ Individual and Corporate sales of company projects

➢ Organizing marketing campaigns in corporate companies

➢ Promoted sales of properties through advertisements, open houses, multiple listing services

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➢ Generating potential leads through various marketing campaigns

Organization ​: Bharti Airtel Ltd

Designation​: Sales Promoter

Process​: Airtel 4G - Telecommunication

Period​​: Oct 2013 – April 2016

Role​​: Promotion

➢ As promoter for 4G Concept for all 4G products

➢ Counter sales, Corporate, Stores Such as Multi Brand Mobile Showrooms

➢ Involved in live demo, convincing customers for the new product and use new services meeting targets on new launched communication gadgets (Dongles, Sim cards, Wifi and Hotspot)

➢ As a Team leader having responsible to lead a team with team work

➢ Encouraging sales team to achieve targets

➢ Regularly visiting and backing up time to time

➢ Coordination between senior Sales Managers and sales team

➢ Identifying locations and stores for day to day target achievement

➢ Updating and coordination between promoters and sales team

➢ Interacting new customers and stores demonstrating new products

➢ Involved in branding, visibility standees, broachers, flyers, and handbills.

Organization ​: Aegis Limited

Designation​: Senior Executive

Process​: Jio - Telecommunication

Period​​: April 2016 – November 2017

Role​​: Appellate Officer

➢ Appellate Disk is completely higher level of escalation.

➢ Appellate is an last level of customer care

➢ Customer can appeal for appellate disk for any issues were he is not satisfied with customer care

➢ Customer can raise a ticket in Appellate disk for any issues exp: Network issue Recharge, refunds feedback about process, feedback customer care.

➢ Customer wanted Appel for Appellate disk for any complaints tag will be 39 days as per TRAI (Telecom Regulatory Authority of India)

Organization ​: Axis Bank - INTELENET GLOBAL SERVICES PVT LTD

Designation​: Digital Relationship Manager

Process : AXIS BANK DIGITAL CIRCLE

Period​​: November 2017 – September 2018

Role​​: Digital Relationship Manager

➢ Achieve sales targets and providing Customer service in digital platform

➢ Perform KYC, CDD (Clients Due Diligence) & EDD (Enhanced Due Diligence) sample reviews on new & existing clients for both banking & lending relationships.

➢ Provide seamless and superior service delivery.

➢ Ensuring need based product approach towards clients and regular reporting of

 Product presentation

➢ Provide appropriate advisory service to clients in addition to transactional services.

➢ Driving revenue business to generate fee income through products like mutual funds, investments and insurance.

➢ Work closely with the Implementation Team to provide appropriate services to the clients

➢ Achieving the Business targets assigned in terms of cross selling, enhancing and upgrading the High Net Worth relationships.

➢ Be vigilant and alert on any possible frauds and risks.

➢ Handle end-to-end delivery of solution to existing and new clients.

➢ Build and deepen working relationship with business partners

➢ Handling a portfolio of 3000 client database and a book size of around Rs 25 Cr.

Organization ​: SQUARE YARDS – Property Consultant and Real Estate

Designation​: Business Development Manager

Process : Sales and Marketing

Period​​: October 2018 – Till Date

Role​​: Portfolio Manager

➢ Achieve sales targets and designing portfolios for clients.

➢ Achieving growth and hitting sales targets by successfully managing the sales team.

➢ Designing and implementing a strategic sales plan that expands company’s customer base and ensure it’s strong presence.

➢ Managing Sales, objectives setting, coaching and performance monitoring of sales representatives.

➢ Build and promote strong, long-lasting customer relationships by partnering with them and understanding their needs.

➢ Present sales, revenue and expenses reports and realistic forecasts to the management team.

➢ Identify emerging markets and market shifts while being fully aware of new products and competition status.

Achievements

 ​ Received Certificate of Appreciation for Outstanding Performance in the month of March 2018.

Received Certificate of Appreciation for Outstanding Performance in the month of June 2018.

Received Certificate of Appreciation for Team Striker in the month of June 2018.

Interests

➢ Playing Cricket and Badminton.

➢ Travelling.

Strengths

➢ High sense of responsibility.

➢ Honesty & punctuality.

➢ Quick learner and eye for neatness.

Personal Details:

Nationality : Indian

Date of Birth : 14/05/1986

Sex : Male

Marital Status : Married

Languages : English, Kannada, Hindi, Tamil and Urdu.