

**SADAQATH**

Seeking to build a career in Business Development & Customer Relations and enhancing my skills along with it.

**PROFILE**



Passionate in the belief that Business Development and Customer Relations are essential to the growth and success of an organization that wishes to scale and achieve higher levels of profitability. Proven track record in successful Business Development and Sales. Aggressive and determined to find the strengths and weaknesses of both employees and an organization’s culture so as to improve the productivity and profitability of the company.

**EDUCATION**



|  |  |
| --- | --- |
| **High School, 10th Standard** |  |
| High School | Completed, April 2012 |
|  | Marks 73 % |
| Bangalore, Karnataka |  |
| **Intermediate, Commerce** |  |
| College | Graduated, March 2014 |
| Bangalore, Karnataka | Marks 69 % |
| **Bachelor of Commerce, Commerce and Management** |  |
| University | Graduated, April 2017 |
| Bangalore, Karnataka | Marks 65 % |
| **Diploma in Travel and Tourism, Airline and Aviation** |  |
| IATA | Graduated, December 2017 |
| International Air Transport Association |  |
| Montreal |  |
| Canada |  |
| **WORK EXPERIENCE** |  |
|  |  |
| **May 2020 - September 2020** |  |
| **Career Development Oﬃcer** |  |
|  |  |
| Bengaluru, Karnataka |  |



* Admissions of Under Graduate, Post Graduate, Phd and Doctrate Programs.
* Fixing and Conducting meeting with Prospect candidates.
* Inside and On Field Sales of Distance Learning and Online MBA Programs for Working Professionals.
* Cold calling and prospecting the assigned leads /Data and closing the sales in person & on phone with prospects.
* Taking care of entire sales cycle.
* Recording and Maintaining the conversations and data with the clients.

**April 2019 - January 2020**

**Business Development Associate**

Bengaluru, Karnataka

* Sales and Business Development
* Counselling, Teaching and Mentoring K-12 Students
* EdTech Product from Class 1 to Class 12 including CAT and IAS Programmes.
* Cold Calling and shortlisting prospect students who are finding difficulties in their academics.
* Meeting the Students and Parents in person and understanding student's academic needs and requirements.
* Understanding the Learning Pattern and Study Behaviour of the student to guide and mentor in a required academic direction. Providing basic counselling and Demonstration of BYJUS Tablet Program.
* Marketing and Selling BYJUS Premium Program.
* Handling Post Sales Enquiries and Business Development

**November 2017 - December 2018**

**Travel Professional**

Travix

Bengaluru, Karnataka

* Customer Support and Relationship Management
* Customer Retention and Service , Product up-selling and Cross-selling
* Duties include answering US,UK,UAE passengers calls related to their flights and itineraries.
* Changes, Cancellations, Issue and Re-Issue of Airline Tickets.
* Co-Ordinating with various International Airlines and Business Partners to provide on time and immediate resolution to the clients and customers
* Dealing with payments and cancellations and re-scheduling of Tickets and Other travel related services and products
* Co-ordinating with other departments for smooth resolution and objective management.

**May 2017 - July 2017**

**Sales Associate - I (Internship)**

Convergys - American Telecom & Telegraph (AT&T)

Bengaluru, Karnataka

* Providing solution to various technical and non-technical issues arising from AT&T products & Servicesin US Market.
* Customer Support Cum Inside Sales on Telephone (Voice Process).
* Cross Selling and Up selling of products and services to existing and new customers.
* Maintaining and providing on time resolution within the Average Handling Time.

**December 2015 - February 2016**

**Customer Relationship Management (Internship)**

Value Cart

Bengaluru, Karnataka

* Customer Relatinship Management
* Customer Service through Call, Mail and live Chat.
* Catalogue and Order Management
* Retaining the orders and cross selling products from different verticals.
* Complaint Resoultion Management.

**October 2014 - October 2015**

**Guest Relationship Associate - Team Member**

Kentucky Fried Chicken - KFC (Yum International)

Bengaluru, Karnataka

* Cash Management / Cashier
* Handling FOS & BOH Operations
* Order Taking and Order Management
* Guest Relationship Management and Guest Service
* Handling Delivery Team and assigining orders to Delivery executives
* Following Protocols and Procedures laid down by the Management
* Inventory Management
* Overall Restuarant operations Management

**TRAINING AND CERTIFICATIONS**



* Advance Excel, Career Edifice, 2016
* Introduction to Corporate Finance, University of Pennsylvania (USA), 2016
* SAP Over View - 1, SAP India Education, 2014
* Understanding Research Methods, University of London & SOAS University of London (UK), 2016
* Art of Public Speaking , Christ University , 2015
* Media for Social Change, American Indian Foundation, 2011
* IFRS Conclave, ACCA, 2015
* Corporate Leadership and Public Speaking, Zeal Institute , 2015

**SKILLS**



* Customer Support and Relations Management
* Sales Development
* Business Development
* Guest Relations Management
* Team oriented and results driven

**LANGUAGES**



* English 
* Hindi 
* Urdu 
* Kannada 
* Telugu 
* Tamil 
* Arabic 

**INTERESTS**



* Fitness and body building
* Educational Development
* Interest in Futuristic Technologies
* Traveling
* Exploring New Places

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Reference

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View Video CV of candidates available on YouTube Channel

<https://www.youtube.com/channel/UCdsv_v9Czkx2Dc8bW4Bt4wA/>

Chat with us Live on Zoom

<https://zoom.us/j/4532401292?pwd=SUlYVEdSeEpGaWN6ZndUaGEzK0FjUT09>

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