

Alfaiz Badiuzzama Sayed

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PROFILE

I am an enthusiastic, talented and dedicated executive with practical knowledge and experience in Customer Services, Sales & Administration, Operations etc. I consistently demonstrate resourcefulness and initiative in support of top management with flexibility in working well in cross functional teams. I possess excellent communication, coordination, organization, analytical, problem solving and interpersonal skills. I can work under intense pressure and prioritize responsibilities to meet and exceed targets. Keenly interested to work in a more challenging work profile to enhance, apply training and expertise within any reputed organization.

STRENGTHS

Qualified & Well-experienced Professional
Profit Maximization & Revenue Achievement
Understanding of Market Dynamics
Commitment to Service Excellence

Expertise in Sales & Customer Service
Business Development & Strategic Planning
Excellent Team Spirit & Leadership Capabilities
Vibrant, Enthusiastic, Goal-driven

QUALIFICATIONS

Intermediate in Commerce
Senior Secondary Level

Know and understand the concepts that lead to a superior customer care mind-set, realize the significance of customer satisfaction in the context of overall growth and survival of the organization. Fully competent to do HR works with patience, becoming good listener, and supportive to serve the employees better to solve the problems as per the laws and regulations of the company. I am ready to face the challenges and accept responsibilities of my work and contribution. I am dedicated to perform in a dynamic and good environment of the company.

WORK EXPERIENCE

SR. TELESales EXECUTIVE: DERBY GROUP OF COMPANIES, DUBAI U.A.E **(FEBRUARY 2021 - TILL DATE)**

- Handle inbound & outbound calls for upgrading the Customers mobile postpaid/ Home service plans.
- Assist customers with their sales issues and queries.
- Educate customers on active product features, service offerings, billing, charges, and product value.
- Become the customers' trusted advisor.
- Build relationships with customers in a way that fosters trust.
- Take the extra mile to engage customers until their satisfaction.
- Upgrading the plans for customers working on applications like CRM, Share- Point, BSCS etc.

TRAVEL ADVISOR: FAREPORTAL INDIA PVT. LTD. PUNE (AUGUST 2019 - MARCH 2020)

- Assisted clients with travel needs via phone inquiries of existing and former AAA clients.
- Assisted and resolved any customer service issues such as travel interruptions, delays and cancellations
- Identified client's wishes, needs and requirements and made appropriate travel recommendations.
- Developed itinerary, handled inquiries and recommended suggestions to clients.
- Booked domestic and international travel arrangements-from airline tickets to full vacation packages.
- Developed and maintained outstanding relationships with clients and exceeded their expectations for customer service while securing their travel arrangements.
- Sold travel agency products and services to clients.
- Worked with Accounts Payable regarding ticket transactions and travel expenditures.
- Handled all follow-up communications with customer/clients to determine best possible solution for problems. Escalated problems to supervisor I had no solution to problem
- Processed upgrades, seat assignments, and special requests etc.

OPERATIONS MANAGER: BLUE DOCKSIDE MARINE SERVICES, DUBAI U.A.E **(MAY 2018 - MARCH 2019)**

- Monitor all the operations of the company.
- Deal with the clients personally to ensure their satisfaction.
- Manage and supervise the employees.
- Supervise all the legal documentations of the clients, marine crafts and vessels.
- Approve the invoices, cheques and quotations of the company.

RETENTION EXECUTIVE: DU TELECOM. DUBAI U.A.E (JULY 2017 - MARCH 2018)

- Utilize proactive persuasive/retention skills to turn requests for disconnection or downgrade into sales and save opportunities by identifying customer needs.
- Become the customers' trusted advisor.
- Build relationships with customers in a way that fosters trust.
- Creatively negotiate pricing and bundling by making offers of Plans and/or discounts according to Company guidelines.
- Educate customers on active product features, service offerings, billing, charges, and product value.
- Provide outstanding customer service, troubleshoot and resolve service and minor technical problems for customers by asking appropriate questions.
- Take the extra mile to engage customers until their satisfaction.

REAL ESTATE AGENT: BUSINESS BAY, DUBAI U.A.E (2015 MARCH - 2016 DECEMBER)

- Renting, buying, or selling properties for clients. Performing duties, such as studying property listings, interviewing prospective clients, accompanying clients to property sites, discuss conditions of sale, and draw up real estate contracts.
- Act as an intermediary in negotiations between buyers and sellers, generally representing one or the other.
- Preparing documents such as representation contracts, purchase agreements, closing statements, deeds and leases, marketing and promoting properties for sale.

Part Time Work: Volunteer Representative at Various Exhibitions, DUBAI U.A.E

- Worked as a promoter for "Rani Juice" 2016.
- Worked as a Runner Up for New Year Eve's crowd control 2016.
- Worked as a call center agent for Ipsos in 2015.
- Worked as a promoter-cum technical support for Coca Cola –"Share a coke with a friend" 2015.

SKILLS

- English Typing, fluent in English communication,
- Computer skills: basic to advance desktop troubleshooting, can work Microsoft platform.
- MS Office (Word, Excel & PowerPoint), Internet and E-mail applications, Coordinated with team members in their projects.
- Computing & filing daily / weekly & monthly reports as required by the management.
- **CUSTOMIZED SOFTWARE PACKAGES:** Team Point CRM, CRM, BSCS, SMSC Tool Data (SMS monitoring software on network), and Windows installation.
- Fluent with GDS (Global Distribution System) Sabre and Amadeus.

PERSONAL DEVELOPMENT ACTIVITIES

- Training on Mobile Induction at Salam Tower (Du Head office, Dubai U.A.E) By Mark Ravelo.
- Training session on Effective Communication, Presentation and report writing skills.
- Training session about **Road to Success, Self-belief, Self-discipline, Time management, Goal setting** and Power of **Positive Attitude** by Mr. Abdul Saboor (motivational trainer & professional speaker).

LANGUAGES	SPEAKING	READING	WRITING
ARABIC	Fair	Excellent	Good
ENGLISH	Excellent	Excellent	Excellent
MARATHI	Fair	Good	Good
HINDI	V. Good	Good	Fair
URDU	Excellent	Excellent	Fair

PERSONAL DETAILS

- Nationality : INDIAN
- Marital Status : Single
- Height : 5.10"
- Religion : Islam