### _DSC0579.JPGHasina Anwar Khan

**Sales and Customer Service Professional**

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**Personal Details:** 16th December 1990 | Indian | Married | UAE Driving License

Effective and performance driven Sales Manager with 9 years of overall experience in Regional Territory Management, B2C Sales and Customer service. Team leader with strong leadership and motivational skill committed to service excellence.Seeking career development opportunities in the domain of Customer service operations or Sales with a growth oriented organization of high repute.

**Highlights Expertise**

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| * Sales Strategies
* Competitive Analysis
* People Development
* Operational Management
 | * Strategic Planning
* Customer Engagement
* Performance Metrics
* Commercial Acumen
 | * Team Management
* Risk Management
* Training and Induction
* Project Management
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**Career achievement**

* Record setting background as best Tele-caller, Consultant, Revenue Generator, Team Builder, Top Manager in all aspects of business growth including competitive analysis, Multi- tasking operational job role, People skills, Resolving queries, Customer Relations.
* Effective hiring, training, supervision, mentoring, deployment and development of reliable personnel at management, staff and field levels.
* Mentoring and motivation of team to achieve peak performance, penetrate competitive markets, maintain peak quality service and meet aggressive business objectives.
* Focused skills in operational excellence, business expectation, relationship building, change management, positive attitude and executive accountability.
* Multi-tasking talents in team formation, needs analysis and attention to detail in time sensitive situations, with risk management and consumer facing environment.
* Successful development and implementation of successful market strategies and high impact business plans with a visionary approach, ensuring rapid delivery of high growth revenue results.

**Professional EXPERIENCE**

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| **Achiever’s Planet Test Preparation Centre****(Dec’14 – Mar’17)****(UAE)** |  **Relationship Manager/Testing and Result Analysis Manager (Education)*** Tele – calling and inviting clients to attend a seminar based on educational services.
* Counselling in personal consultation to sell the services.
* Meeting deadlines of set targets, performing day to day operational tasks.
* Arranging demo sessions and making cold calls to generate leads.
* Promoted to Higher Management position after exceptional job performance in sales and marketing.
* Process auditing of all the staff situated in different centres of the company.
* Planning test at regular intervals in order to evaluate the academic results of students.
* Framing corrective measures and alternate solution to improve the ineffective results.
* Framing business growth plan on the basis of evaluated result.
* Hiring and training staff about the process of the company.
* Conducting Induction programme for the new staff and organising lectures to evaluate the performance after the induction period.
* Collecting and communicating feedback to the higher management about the new staff, providing feedback to staff to bring on the improvement if any required.
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| **I-process (ICICI Bank)****(June’13 – April’14)****(Mumbai)** |  **CPA Manager (RLG Product)*** Converting online leads by consulting client and Branch Manager
* Preparing daily MIS report featuring productivity of the team.
* Resolving channel queries via email and call to ensure business development
* Motivating and monitoring team members to generate Business.
* Reporting General Manager about the progress of the team and framing effective alternate plans to generate revenue from the team members.
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| **Birla sun life Insurance****(Aug’11 – May’13)****(Mumbai)** |  **Agency Manager (Insurance)*** Creation of leads, meeting up with clients, achieving the sales target.
* Recruiting and leading a team of atleast 20 advisors to generate the business.
* Training and motivating advisors to get the IRDA license.
* Cold calling and visiting clients on field in person to sell the product.
* Performing Multi-tasking operational task to ensure the documentation of the client process smoothly.
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| **TLC Co** **(Hotel Renaissance)****(March’08 – July’11)****(Mumbai)** |  **Club Co-ordinator (Membership cards)*** Approaching walk in guest and marketing the productto generate the business.
* Selling membership cards, follow up for renewal of membership.
* Handling queries and complaints in an efficient and timely manner
* Welcoming enrolled guest during check-in and giving a fond farewell while checkout
* Check on VIP reservation and complete the pre-registration formalities.
* Collect guest feedback and maintain all guest folios in the manner instructed and type out necessary guest likes and dislikes to the appropriate fields on the profile.
* Over-seeing VIP guest arrivals and departure.
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**ACADEMIC QUALIFICATION**

**2008 – 2011**   **Bachelor of Management Studies** in Marketing and Finance from

 Mumbai University, Maharashtra, India

**COMPUTER SKILLS Microsoft Office**

 **PERSONAL INTEREST** Travelling, Fitness, Fashion, Board Games, Socializing, Cooking