

# TANZEEL POTRICK

18/08/1996

## PROFILE

Dynamic Professional wants to acquire a challenging career with a solid company utilizing the opportunity to offer proven and developing skills within the company. Improve organizational ability to exceed corporate goals, and help honor all long-term commitments made to customers, stockholders, employees and the communities in which we live.



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INDIAN

Tourist Long term

P4890364



## EDUCATION

BACHELOR'S IN COMMERCE FROM MUMBAI UNIVERSITY, 2017

HSC FROM NEW ENGLISH SCHOOL, 2014

SSC FROM NEW ENGLISH SCHOOL, 2012

## SKILLS

COMMUNICATION AND INTERPERSONAL SKILLS

SOLUTION SELLING

ACTIVE LISTENING

ADAPTABILITY AND FLEXIBILITY

CREATIVE THINKING AND PROBLEM SOLVING

TIME MANAGEMENT

CALM UNDER PRESSURE

## EXPERTISE

TEAM LEADERSHIP

CUSTOMER SERVICE SPECIALIST

EMAIL WRITING

DATA ANALYSIS

RECRUITMENT/NEW HIRE PROCESS

REVENUE GENERATION

## EXPERIENCE

### ETISLAT FREELANCE APRIL 2020- TILL DATE

#### *Customer Sales Executive*

- Outsourcing for Etisalat postpaid cards.
- Actively seeking out new sales opportunities through cold calling, networking, reference generation etc.
- Upselling and Cross selling to existing Clients,
- Place phone calls to potential customers to educate them on services and products offered by the company and follow communication scripts when handling different topics.
- Manage large amount of Inbound calls in timely manner with achievement of the targets.
- Answer phone calls from customers with inquiries or complaints and resolve the issue as quickly as possible.
- Keeping up to date with products and competitors.

## **CONGROW INVESTMENT MARCH 2018 - JANUARY 2020**

### ***Human Resource Assistant***

- Support all internal and external HR related inquiries or requests & Maintain digital and electronic records of employees.
- Serve as point of contact with benefit vendors and administrators.
- Assist with the recruitment process by identifying candidates, performing reference checks and issuing employment contracts.
- Maintain calendars of HR management team and Oversee the completion of compensation and benefit documentation.
- Assist with performance management procedures and Schedule meetings,interviews,HR events and maintain agendas.
- Coordinate training sessions and seminars,Produce and submit reports on general HR activity.
- Perform orientations and update records of new staff.
- Process payroll and resolve any payroll errors.
- Complete termination paperwork and exit interviews.

## **ACCENTURE SERVICES PVT LTD AUGUST 2016- OCTOBER 2017**

### ***Customer Service Associate***

- Content moderation for Honey badger.
- Responsibility of reviewing photos, videos, profiles and text-based content.
- Pass judgements as to whether reviewed content is in compliance of the client's policies and procedures.
- Ensure every piece of content in violation of client's terms of services is accurately identified.
- Flag for action in a timely manner with consistency score meeting client expectations.

## **VENUS INFOTECH MARCH 2015- JULY 2016**

### ***Customer service association***

- Manage large amount of inbound and outbound calls in a timely manner.
- Follow communication scripts when handling different topics.
- Identify customers need, clarify information, research every issue and provide solutions and/or alternatives.
- Seize opportunities to up sell products when they arise
- Frequently attend educational seminars to improve knowledge and performance level.
- Meet personal/team qualitative and quantitative targets..

HAVE KNOWLEDGE OF SHARE TRADING, ITS INDICATORS AND CHARTS

FREELANCED MANY DIFFERENT HOSPITALITY AND COMMERCIAL EVENTS.

WORKED AS A COORDINATOR AND HANDLED A CROWD OF 150+ PEOPLE.

## **DECLARATION**

I Here by declare that all the above mentioned particulars are true to the best of my knowledge and belief.