

## KHAJA QUTUBUDDIN MOHAMMED

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### PERSONAL PROFILE:

- A graduate in business administration who is outspoken, friendly, independent and likes to make friends.
- Excellent communication skills to interact individuals at all levels.
- I am ambitious and driven. I thrive on challenge and constantly set goals for myself, so I have something to strive towards.
- I'm not comfortable with settling and I'm always looking for an opportunity to do better and achieve greatness.
- In my previous role, I was promoted two times in less than 1 and half years.

### PROFESSIONAL SUMMARY:

- ✓ **Company** : Aditya Birla Sunlife Insurance Company Ltd. (4<sup>th</sup> March, 2019 to 18<sup>th</sup> July, 2020)  
**Designation** : Client Relationship Manager.

#### Job Roles and Responsibilities:

- Supervising Team of sales officers & cluster of branches of our channel partner (HDFC BANK LTD) India.
- Coordinating with Relationship Managers and different internal units to generate the business and to meet the target by increasing the potential client base.
- Handling Business as-usual activities, Escalations and also to ensure clients are provided with highest level of customer service standards by team.
- Negotiate and maintain transparent approach with clients to invest in our different company products like (Stocks and Insurance tools).
- Daily Huddle meeting with direct staff, assisting to achieve their daily & monthly targets by influencing and encouraging them with positive examples.
- Visiting channel partner branches daily and gather data, inputs and feedback of sales officers.
- Engaging channel partners in to monthly activities for boosting sales and to get maximum business.
- Daily & weekly MIS for Management with real time business and research data.

- ✓ **Company** : ICICI Lombard General Insurance Company LTD, Hyderabad, India.(15<sup>th</sup> June, 18 to 3<sup>rd</sup> Jan, 19)  
**Designation** : E-channel manager

#### Job Roles and Responsibilities:

- Contacting potential client's based on inquiry received via different channels of company.
- Cold calling the potential data base of company to increase the sales.
- Coordinating with different units for speedy & seamless processing experience to client.
- After sales support to client to maintain healthy and long term relationship with the company.
- Making sure product being represented well and educating clients with all policies and terms conditions.
- Keeping our company brand value into utmost priority.
- Time to time updating about compliance and company norms to sales officers.

✓ **Company** : Conneqt Business Solutions Ltd  
**Designation** : Customer Care Executive – Operations Sales

(19<sup>th</sup> Sept, 2017 - 22<sup>nd</sup> March, 2018)

Job Roles and Responsibilities:

- Being an outsourced company, my job is to work for our business partner (oyo rooms pvt ltd).
- Manage large amounts of inbound and outbound calls in a timely manner to book luxury suites and banquet halls for meetings and comfortable stays.
- Identify customers' needs, clarify information, research every issue and provide solutions and alternatives.
- Seize opportunities to up-sell products when they arise.
- Keep records of all conversations in our call center database in a comprehensible way
- Understanding client needs and arranging stationary and things to be needed as per clients requirement.
- Build sustainable relationships and engage customers by taking the extra mile.
- Meet personal/team qualitative and quantitative targets..
- Frequently attend educational seminars to improve knowledge and performance level.

**EDUCATION:**

**BACHELOR OF BUSINESS ADMINISTRATION**

**GPA – 68%**

Major: MARKETING AND SALES

Himalayan University.

(2014- 2017) Duration: 3 Years

**INTERMEDIATE (10+2)**

**GPA – 89%**

Course: Physics, Chemistry and Biology

Pratibha Junior College, India.

(2012 - 2014) Duration: 2 Years

**SECONDARY SCHOOL CERTIFICATION (10<sup>th</sup>)**

**GPA – 95%**

Vidya Niketan High School, India.

(2012)

**LANGUAGES KNOWN** : English, Hindi, Telugu & Urdu

**OTHER PARTICULARS:**

Date of Birth	15/05/1995
Nationality	Indian
Availability	Immediate
Visa Status	Visit Visa
Visa Expiry Date	17 <sup>th</sup> April, 2021.