

**SYED JUVAD**

**Karama**

**Dubai**

 **Cell: +971555306902** **Syedjuvad94@gmail.com**

PROFESSIONAL SUMMARY 

Working with an Organization with a foreseeable future. To achieve a challenging and responsible position in professionally managed Organization, thus serving and benefiting the Organization with excellent communication skills and creative ideas. Therefore, looking for a position, one that will build on my skills and experience and allow me scope for an upward movement.

 **SKILLS** 

* Strong and effective communicator and listener, understanding and meeting customer needs.
* Excellent interpersonal and communication skills with outstanding customer service orientation.
* Computer proficient and tech savvy.
* Appreciative of details, eager to learn new skills and ideas.
* Microsoft Outlook, Word and Excel
* Conflict Resolution Techniques

 **WORK experience**

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**CUSTOMER EXECUTIVE RERESENTATIVE (OPERATIONS)**

**AL FUTTAIM MOTORS TOYOTA april 2021 TO TILL DATE**

* Handles incoming calls or inquiries from prospective customers or clients
* reminding customers for service and informing them on product improvements and upgrades.
* Assists customers effectively by solving customer disputes
* Provides customer additional information or explains services
* Discusses products offered and ensures customer satisfaction
* Tactfully handles confrontational or stressful interactions with the public
* Completes supporting paperwork and data entry as required
* Accurately captures customer information
* Creates and maintains service reports

 **Senior sales executive DECEMBER 2019 TO JANUARY 2021**

 **AL MONSEF RENT A CAR**

* Maximize incremental sales, walk up volume, yield and recharge through understanding of sales and product knowledge and differentiation.
* Manage Quick Rent/Emerald Club process to minimize line waits and promote fast, friendly service.
* Supervised and assisted staff personnel by receiving phone calls, renting cars, checking-in and inspecting vehicles, preparing vehicles for rental, transporting customers to and from the rental location and coaching counter personnel on sales techniques.
* Maintain a neat, clean and efficient work environment at all times.
* Exceptional ability to exercise sound judgment to make effective decisions.
* Monitored and recommended daily rental rate quotations based on fleet inventory and rental reservations.

 **SALES EXECUTIVE JANUARY 2017 TO DECEMBER 2019**

**QUICK LEASE CAR RENTAL**

* Development & maintain business relationship with customers.
* Cold calling, prospecting, qualification, account mapping and sales presentations.
* Lead generation via cold calling and focused marketing initiatives.
* Make outbound follow up calls/emails , cross-sell and up-sell to existing customers via telephone and email
* Sending proposals, order processing and payment follow ups.
* Create and maintain daily reports for the team.
* Identity decision makers within targeted lead to begin sales process.
* Generate and maximize revenue by finding potential new customers and upselling new offers and packages to existing clients.

 **OPERATIONS IN April 2014 to July 2016
 RENT A CAR**

 **DUBAI**

* Verifying Accounts daily basis and certify the correctness.
* Sending daily, weekly and monthly Reports to Group Finance Manager.
* Preparation of monthly Financial statement of the Company and send the same to Group Finance Manager.
* Preparation of statements / reports for financial audit and appearing the audit.
* Budgeting monthly and close monitoring of the same with the actual expenses.
* Overseeing all works related to preparation of salary, wages, leave settlements etc.
* Sub-contract accounting and payments as per the contract agreement.
* Day to day activities including preparation of Invoices, Cash & cheque pay outs, Follow-up for receivables, Bank reconciliations, Inter-company reconciliations.
* Dealing with Bank for all banking related works and for facilities via LCS, bank Guarantees, Loans, Overdrafts, Project Finance etc.
* Preparation of all financial statements project wise and cost Center wise.
* Dealing with Auditors and Government Departments as and when required.
* Involvement in the day today administration works and office maintenance.

 **CSR January 2013 to January 2014
 FIRSTSOURCE PVT.LTD**

 **BANGALORE
 INDIA**

* Attending escalation calls apart from taking normal calls.
* Conveying the client requirements to the team with regards to the process.
* Attaining daily, weekly and monthly targets specified by the process.
* Adhering to the schedule as prescribed by the TL.
* Providing the feedback to the process manager at the end of the day.
* Investigated and resolved customer inquiries and complaints in an empathetic manner.
* Solved unresolved customer issues.
* Managed work flow to exceed quality service goals.

 **EDUCATION**

 St. Xavier's High School 2009

 Bangalore,

 India.

 Auto-Cad Inner-Networks 2010

 Bangalore,

 India.

 Indian Academy PU College 2011 Bangalore,

 India.

 Bangalore university BCOM 2014 Bangalore.

 India.

 **PERSONAL INF0RMATION**

 SYED JUVAD

 GENDER- MALE

 D.O.B- 08/03/1994

 HEIGHT- 6’

 P.O.B- BANGALORE, INDIA

 LANGUAGES KNOWN- ENGLISH, ARABIC & HINDI

 **PASSPORT DETAILS** 

 PLACE OF ISSUE- BANGALORE, INDIA

 DATE OF ISSUE- 05/12/2012

 DATE OF EXPIRY- 04/12/2022

I SYED JUVAD hereby declare that the above information is true to the best of knowledge.

 THANKING YOU,

 YOURS TRULY,

 **SYED JUVAD**