

Syed Ameer

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OBJECTIVE:

Aspiring to be a part of dynamic & fast growing organization having motivational work environment, and looking for a challenging assignment that will foster my career advancement and long-term relationship in an organization where my education, experience and talent could make significant contribution towards organizational objectives.

EDUCATIONAL QUALIFICATION:

- ✓ Bachelor's Degree in Business Management [BBM]
- ✓ Diploma in Computer Application

SKILLS & ABILITIES:

- ✓ Ability to maintain efficient office work flow & administrative process.
- ✓ Right mental attitude & fast reflexes and strong communication & interpersonal skills.
- ✓ Ambitious, optimistic, ability & willingness to take Challenges, A team player, motivating others.

EXPERIENCE:

- | | |
|-----------------|----------------------------------|
| 1. Organization | : ARN Trading, DUBAI, UAE. |
| Designation | : Customer Service Cum TeleSales |
| Duration | : January 2015 to September 2020 |

Responsibilities:

- Communicating With clients through telephone for all kind of Safety Products like Safety Uniforms, Shoes, Cargo Pants.
- Reach out to existing and potential customers to present our product and service offering.
- Address any questions or issues customers may have.
- Communicate with customers to understand their requirements and need
- Visiting Customer office for Documentation and Application Procedure.
- Maintain an updated database in sales database including all activities, partners, and opportunities with their current status.
- Maintain open and effective lines of communication throughout the organization to maintain a sense of teamwork, enthusiasm, pride, and quality workmanship.
- Submit pricing and pre-qualification requests reflecting the client's requirements
- Provide basic customer service by giving required information
- Coordinate of incoming and outgoing mail

2. Organization : ARAMEX Courier and Logistics, ABUDHABI, UAE.
Designation : Customer Support
Duration : JULY 2012 to December 2014

Responsibilities:

- Planning and Implementation of daily operation
- Arranging the delivery tasks and pick-up of customer material in a polite, resourceful and professional manner.
- Ensuring the deliveries has been done by the order and coordination with the drivers for safe and on time delivery
- Reducing the waiting time of transportation, fulfilling the requirements of customers 100% time by time and advise the drivers to avoid the mistakes.
- Coordinate of incoming and outgoing mail
- Communicate with main office and providing daily, weekly and monthly operation reports.
- Dealing with all new clients for shipment tie up
- Enter shipping information into a computer by hand or by using a hand-held scanner that reads bar codes on goods.
- Keep records of all goods shipped, received, and stored.
- Direct delivery trucks to shipping doors or designated marshalling areas, and help load and unload goods safely
- Determine method of shipment, and prepare bills of lading, invoices, and other shipping documents
- Contact vendors and/or claims adjustment departments in order to resolve problems with shipments, or contact service depots to arrange.

3. Organization : HDFC BANK LTD, KARNATAKA, INDIA.
Designation : TeleSales.
Duration : March 2009 to March 2012

Responsibilities:

- Acquisition of new customers for financial and liability products.
- Responsible for achieving productivity targets for CASA numbers & value.
- Deepening the existing customer relationships through cross selling.
- Retain and upgrade banking / liability relationship of existing infra clients.
- Maintaining & achieving monthly and quarterly sales targets.
- Maintain route supply inventory to ensure prompt delivery of products to customer
- Provide basic customer service by giving required information
- Maintain delivery records.

STRENGTH:

- ✓ Positive thinking, ability & willingness to take Challenges, A team player, motivating others.
- ✓ Sincere, Confident & hardworking.

IT SKILLS:

- ✓ MS Office package – MS Office.
- ✓ Emails & Browse an Internet.

PERSONAL DATA:

Date of Birth	:	8 th July 1986
Nationality	:	Indian
Languages Known	:	English, Hindi & Urdu
Marital Status	:	Married
Visa Status	:	Visit Visa

I hereby declare that the above given information is true and best to my knowledge and belief.