

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.



12/1202,Hilly Tower, 19A St, Al Nahda, Dubai

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INDIAN

Tourist Long term

P4890364



VISA



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

RECUITMENT/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.