

## ZUBER KHAN

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## OBJECTIVES

To secure a challenging position in a reputable organisation to expand my learning ,knowledge and skills .Secure a responsible career opportunity to fully utilize my training and skills, while making a significance to the success of the company.

## EXPERIENCE

01 November 2020 - 06 June 2021

Descon Engineering Qatar LLC , Qatar – *Lead Executor*

- Performed duties in accordance with applicable standards, policies and regulatory guidelines to promote a safe working environment.
- Supervised work of contracted employees to keep on task for timely completion.
- Quickly learned new skills and applied them to daily tasks, improving efficiency and productivity.
- Created spreadsheets using Microsoft Excel for daily, weekly and monthly reporting.

10 January 2018- 20 December 2018

Aspect Bpo Service Pvt Ltd , Thane ,Maharashtra, India – Customer Service Executive

- Resolved customer billing errors by researching issues in the system, asking open-ended questions and determining root causes of problems.
- Provided company information and policies to customers upon inquiry and answered questions via phone, email or online chat.
- Tracked results of various promotional campaigns by gathering feedback from customers and recommended areas of improvement.
- Explained online self-help options to customers to promote additional and after-hours support choices.
- Audited customer support procedures and collaborated regionally to promote standardization across offices.
- Maintained accurate and current customer account data with manual forms processing and digital information updates.

05 June 2017- 30 November 2017

Athena Bpo Pvt Ltd ,Mumbai,Maharashtra, India - Sales *Executor*

- Presented products to clients using dynamic presentations and practical use-case scenarios.
- Analyzed past sales data and team performance to develop realistic sales goals.
- Grew sales and boosted profits, applying proactive management strategies and enhancing sales training.
- Collaborated with internal teams and suppliers to evaluate costs against expected market price points and set structures to achieve profit targets.
- Managed the entire sales cycle across customer accounts, proposing and closing sales to achieve total revenue growth, profit and customer satisfaction plans.

05 August 2012- 10 July 2013

Pee Empro Export Pvt Ltd ,Faridabad,Haryana, India - Quality Checker

- Discarded and rejected products, materials and equipment not conforming with specifications.
- Documented findings and produced reports to aid management in assessing and correcting quality concerns.
- Maintained a high standard of workmanship by using only approved data, materials, tools and test equipment.
- Stayed up-to-date on changing product trends by studying local markets, blueprints, product designs and specifications.
- Supervised production workers to identify areas in need of improvement for high-quality production.
- Developed checklists to coordinate inspections with departmental managers.

05 April 2012- 10 July 2012

Andromeda Bpo Pvt Ltd ,Mumbai,Maharashtra, India - Sales *Executor*

- Exceeded sales goals by implementing aggressive sales programs, overhauling processes and facilitating market development.
- Presented products to clients using dynamic presentations and practical use-case scenarios.
- Achieved sales goals and service targets by cultivating and securing new customer relationships.
- Directed work of an efficient administrative team maintaining accurate sales, inventory and order documentation.
- Executed local, regional and national marketing and branding initiatives to drive sales within existing and prospective accounts.

## EDUCATION

July 2013 - May 2016

Sunrise University , Alwar , Rajasthan , India - *B.com*

April 2012 - March 2013

Haryana Open School , Punhana , Haryana , India - *12th*

April 2010 - March 2011

Mewat Model School, Punhana , Haryana , India - *10th*

## CERTIFICATES

- 1 Month in Accounting Telly

## SKILLS

Clam, Patient and assertive , inquisitive with excellent negotiation, communication and interpersonal skills, Skilled in IT, Conversation with Microsoft (office ,excel ,power point ,word).Strong analytical , problem solving and organisation skills especially documentations Physically fit ,IT literate and capable of acquiring and applying detailed legal , technical and regulatory .

## ADDITIONAL INFORMATION

- Language - English , Hindi
- Marriage status - Married
- Passport Number - T7658109
- Vaccinated - 18 April, 2021
- Visa Status - Visit Visa
- Expired Visa - 28 February 2022
- DOB : 01 JULY,1992