



ANAM QASIM
Customer Relation
(Sales & Services)

SUMMARY

I expect to associate myself with a professionally driven, well-respected organization by pursuing a challenging, responsible, dynamic and rewarding career and applying my academic knowledge, expertise, skills and enthusiasm; which will assist my career development and contribute effectively to the progress of the organization and the society as well.

CONTACT

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Email:

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Address:

Dubai, UAE

QUALIFICATIONS

- **Master of Business Administration (MBA)**
Concentration in International Business- IB
(Operations – Administration & Coordination)
- **Bachelor of Commerce**
Skilled in effective business activities and time management
University of Lucknow, India
- **Diploma in Information Technology (DIT)**
Certification of proficiency in IT Fundamentals and technically
Expertise in computer word processing and data base
management system etc.
- **Certification in GEM Stone Fundamentals**
GIA (Gemmological Institute of America)

WORK EXPERIENCE

Company : **Malabar Gold & Diamonds, Dubai, UAE**
Position : **Retail Officer – Sales, Services & Operations**
Duration : **April 2015 - Present**

Job Description:

- Actively seek out new sales opportunities through cold calling, networking and social media.
- Planning and delivering CRM strategies in an organization with a view to retaining existing customers, increasing brand loyalty and conduct business reviews to ensure clients are satisfied with their products & services
- Keeps clientele informed by notifying them of preferred customer sales and future merchandise of potential interest.
- Preparing cost-benefit analyses for prospective and existing customers to determine the most suitable purchase options.
- Maintaining date and stock with special promotion and also processing payment by totalling purchases; processing checks, cash and credit cards and responsible for security check in the store and being on the lookout for shoplifter and fraudulent credit card etc.
- Direct customers by escorting them and contributes to team effort by accomplishing related result as needed

SKILLS

- Expertise in sales, service and marketing
- Administrative operations analyst
- Documentation & meeting support expert
- Cash point capable
- Excellent communication skills
- Flexible and Adaptable to changes
- Highly Organized and Accurate

CORE COMPETENCIES

- Process improvement
- Underwriting and adjustments
- Reporting skills

LANGUAGES

English



Hindi



Company
Position
Duration

: TBZ-The Original, India
: SR. Executive – Sales & Admin
: Jan 2014 -April 2015

Job Description:

- Reach out to customer leads through social media and cold calling to maintain positive relationships to ensure future sales.
- Creates and revises system and procedures by analysing operation practices record keeping systems, forms control, office layout and sometime stock related as required.
- Maintains professional and technical knowledge by attending educational workshops, reviewing professional publications, establishing personal networks etc.
- Liaise with executive and senior administrative assistants to handle requests and queries from the higher official.
- Maintains workflow by studying methods, implementing cost reduction and developing reports procedures etc.
- Co-ordinate delivery services on special requests of customers and follow up on those deliveries to ensure timeliness.
- Completes operational requirements by scheduling administrative projects and expediting work results. coordinate with mediators and agents of the show to arrange the particular collection of Jewellery for the models coming for the show.

Company
Position

: IBM, India
: Practitioner-Technical Support

Job Description:

As a practitioner in IT technical support, I was responsible for the smooth running of computer systems and ensuring our overseas users get maximum benefits from them.as a practitioner my roles are as follows:

- Assist in our client in installing and configuring computer operating systems and applications through the series of actions over the phone to resolve issues.
- Trouble shooting systems, network problems and diagnosing hardware or software faults and following diagrams and written instruction to repair a fault or setup a system.
- Monitoring and maintaining computer system and networks testing or evaluating new technologies.
- Maintain data base by checking client's issues and fixes in the new data base.
- If customers technical issues cannot be handled over the phone then arrange technical representative to visit and fix the issue on-site.

DECLARATION

I hereby declare that the above statements are true and current as best of my knowledge and belief, I hope that above written will suit to your requirement.

ANAM QASIM