

## SHIRAJUDEEN A.J

🏠 Hor AL Anz, Dubai.

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### **CAREER OBJECTIVE:**

Seeking a position that will effectively utilize acquired expertise, creative talents and commitment to excellence. I desire a position with career growth potential. I am enthusiastic about learning and am competent with completing all job assignments including those with stringent deadlines.

### **PROFESSIONAL EXPERIENCE:**

Hinduja Global Solutions, Chennai, India.  
Telesales Representative,  
(May 2018 – Feb 2020)

### **RESPONSIBILITIES:**

- ❖ Makes outbound calls to existing customers to sell products such as High-Speed Internet and Dth Video service as well as displays a strong focus on goal achievement and results.
- ❖ Generate prospective customers through cold calling and closes sales generated by cold calling by displaying excellent verbal and written skills.
- ❖ Quality and follow up with sales leads and callbacks.
- ❖ Keeps up-to-date with industry knowledge, as well as the competitive posture of the company
- ❖ Informs customers of new services available.
- ❖ Contacts customers to check the quality of services, to discuss past due bills, or to verify installation dates.
- ❖ Demonstrates strong influencing skills with customers, influencing them to purchase products and services
- ❖ Providing excellent customer service,
- ❖ Helping customers with billing, payments, and updating account information.
- ❖ Promoted to floor support Skills Used Customer service.

## **SOFTWARE PROFICIENCY**

- ❖ Microsoft Office
- ❖ Auto-CAD
- ❖ Editing and Proofreading

## **SKILLS & ATTRIBUTES**

- ❖ Effective verbal and written communicational skills.
- ❖ Time Management
- ❖ Problem Solving
- ❖ Attention to detail
- ❖ Highly adaptable

## **ACADEMIC DETAILS**

- ❖ BE (Civil Engineering) with CGPA 5.69 from Vels Institute of Science and Technology,
- ❖ Chennai in 2017.
- ❖ HSC with 59.5 % in Neelan Higher Secondary School, Needamangalam in 2013.
- ❖ SSLC with 73.8 % in Neelan Matric Higher Secondary School, Needamangalam in 2011.

## **PERSONAL DETAILS:**

Father's name	:	JahabarSadik A.K
Date of Birth	:	11-01-1996
Marital status	:	Unmarried
Passport no	:	P8763714
Languages known	:	English, Tamil& Hindi
Nationality	:	Indian

## **DECLARATION:**

I hereby declare that all the information furnished above is true to the best of my knowledge and belief. I am only responsible in the event of any information being false or incorrect.

**(SHIRAJUDEEN A J)**