

Moazzam is an enthusiastic, energetic, proactive and flexible team player who is passionate and enjoys the challenges of working for a rapidly growing global organization.

He also possesses a strong sales background and a firm understanding of customer service and a quick learning ability.

A dynamic result-oriented professional with around 15 years of experience in sales, Client Relationship Management and Telesales, worked with E-commerce, Banking, Insurance, Call Center and Automobile Industry.

He believes that. Thoughts Make Things Possible & Action Makes Them Real.

ABOUT ME



MOAZZAM SHAIKH

SALES EXECUTIVE

Cell: +971 528 045 649

Email: moazzam1005@gmail.com

Availability: Immediate Available

SALES & CUSTOMER CARE EXECUTIVE

Work Details:

1. Sales Executive- May- 2018- Present
- Hardcore Financial Eng & Syn Pvt. Ltd.-
Mumbai, India
2. Sr. Vendor Relationship Executive- Aug- 2017- Mar- 2018
- Ergode IT Service Pvt. Ltd.-
Mumbai, India
3. Sales Representative- (Jan- 2012- July- 2017)
- Hardcore Financial Eng & Syn Pvt. Ltd.-
Mumbai, India
4. Sr. Customer Relationship Associate- Oct- 2010- Sep- 2011
- Epicenter Technologies Pvt. Ltd.-
Mumbai, India
5. Executive- Operations CCE- Sep- 2008-Sep- 2010)
- IBM Daksh Business Process Pvt. Ltd.-
Mumbai, India

Experience

- Sales
- Tele-sales
- Customer Services & Support
- Prospect Generation
- Client Relationship Management
- New Business Development

Key Experience Includes

- An ability to interact with people at all levels both internally and externally and sharing good relationship with both peers and staff.
- Handling customers effectively by identifying needs, quickly gaining trust, approaching complex situations and resolving problems which maximized the company's & clients interest.
- Growing business in existing & new clients through tailor-made Cross selling / up selling Products/ services.
- Making phone calls from various primary databases to generate qualified prospect to increase business.
- Drive wing-to-wing sales process including customer prospecting, lead generation, making sales calls, developing and evaluating the vendor's/clients data.
- Overseeing performance bottlenecks & taking corrective measures to avoid the same.
- Highly motivated with an analytical mind, confident, self-assured, reliable, dependable and conscious of duties and responsibilities.

- MS Office
- Quick learner.
- Positive attitude.
- Creative& innovative.
- Good grasping power.
- Good communication
- Ability to research& development.
- A team player with an enthusiastic attitude.
- Ability to understand and present others' point of view.
- Open to constructive suggestions.
- Well organized.

SKILLS



MOAZZAM SHAIKH

SALES EXECUTIVE

Cell: +971 528 045 649

Email: moazzam1005@gmail.com

Availability: Immediate Available

WORK EXPERIENCE

1. Sales Executive- (May- 2018- Present)

- Hardcore Financial Eng& Syn Pvt. Ltd
(Financial Institute- Direct Sales Associates)
Mumbai, India

RESPONSIBILITIES:

- Preparing loan documentation and providing financial services – home loans, loan against property, unsecured business loans& personal loans
- Identify customers as per trade and business profile and offer them various financial facilities for their business and personal use.
- Making phone calls from various primary databases to generate qualified prospects to increase business
- Growing business in existing clients through tailor-made value-added financial product, solutions& services
- Cross-selling / up-selling financial products – CC, CASA, insurance etc. to new and existing customers
- Preparing business reviews and other MIS reports, weekly/monthly to maintain the performance.
- Follow-ups and monitoring the loan processing& disbursal to complete the target on time
- Coordinating with bank officials and clients for loan-related process & queries
- Providing customers with assistance & feedback on their queries.
- Attending product training, conferences and meetings.

2. Sr. Vendor Relationship Executive- (Aug- 2017- Mar- 18) Ergode It Services Pvt. Ltd.

(A leading seller on Amazon.com & other marketplaces in the USA)
Mumbai, India

RESPONSIBILITIES:

- Worked directly with merchants and drop ship vendors
- Created Business reviews and other MIS reports, weekly/monthly on vendor and category performance
- Drives wing-to-wing sales process including customer prospecting, lead generation, making sales calls, developing and evaluating the vendor's data
- Coordinated with cross-functional teams for smooth execution suggesting and simplifying
- Built strong relationships with existing vendors, design and execute strategies to secure best pricing, sales programs, promotional support, exclusivity, bundling (creating combos) which meet/exceed our sales & profitability targets of company.

Nationality- Indian
C. Add- Mumbai
P. Add- Andheri, Mumbai, India
Pin Code- 400061
Passport No- N8911643
DOE- 01-05-2026

DOB- 24th Dec' 1976
Marital Status- Married
Languages Known- English, Hindi,
Urdu & Marathi
Cell No (UAE) - +971 528 045 649
Cell No (IND) - +91 702 135 3453
Email- moazzam1005@gmail.com

PERSONAL VITAE



MOAZZAM SHAIKH

SALES EXECUTIVE

Cell: +971 528 045 649

Email: moazzam1005@gmail.com

Availability: Immediate Available

3. Sales Representative - (Jan- 2012- July- 2017)

- Hardcore Financial Eng & Syn Pvt. Ltd
(Financial Institute- Direct Sales Associates)
Mumbai, India

RESPONSIBILITIES: They are the same as in the current company rejoined in 2018.

4. Sr. Customer Relationship Associate – Oct- 2010- Sep, 2011– (Voice Process US- Tele-Sales)

- Epicenter Technologies Pvt. Ltd. (BPO- call center)
Mumbai, India

RESPONSIBILITIES:

- Tele-sales Inbound and Outbound customer support sales, services & lead generation.
- Handling Customer enquiries
- Customer Satisfaction surveys
- Payment Processing

5. Executive– Operations (CCE) Voice Process: MUM Goldcoin Citiphone (CBNA) (Sep- 2008- Sep- 2010)

- Ibm Daksh Business Process Pvt. Ltd. (BPO- call center)
Mumbai, India

RESPONSIBILITIES:

- Handling inbound calls for City Bank North America Customers providing them with assistance & feedback on their queries
- Cross-selling/up-selling, insurance FD & CASA to new and existing customers.

6. Sales Person (Mar- 1998- June- 2008)

- Mumbai Car Bazaar
(Dealers in used & New Cars)
Mumbai, India

RESPONSIBILITIES:

- The job calls for a high degree of result orientation towards the achievement of salesmanship & communication.
- The job profile includes support for vehicles loans and RTO documentation.
- Handling sales & purchase of used cars.

Declaration

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

Place:

Moazzam Shaikh