



SANA SYED

-  Al Mankhool, Bur Dubai,
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EDUCATION

- **BACHELORS.(B.BM)**
Bangalore University
- **INTERMEDIATE.**
Karnataka Board
- **MATRICULATION.**
SSLC Board

SKILLS

- MICROSOFT EXCLE & WORD
- PRODUCTDELIVERY
- DIGITAL MARKETING
- CUSTOMERLEADERSHIP
- TEAM MANAGEMENT

AWARDS

- Best performer at Flipkart
- Wow' award at Flipkart

PROFICIENCY

- ENGLISH
- HINDI
- KANNADA

A result oriented professional with 6 years of experience across diverse facets with an intention of building career in corporate world with commitment and dedication.

WORK EXPERIENCE

Marketing Analyst (Skyline Etisalat)

Feb 2021 to Aug 2021



Responsible for studying market conditions to assess the potential sales of products and services. Sold digital products such as Managed Web Solutions, Digital Tax services and online marketing. Researched customers' opinions, buying habits, preferences, wants and needs. Prepared daily pipelines of the clients.

Senior Officer Executive (Myntra) India

Nov 2018 to Aug 2020



Dealt with customer's complaint or issues. Provided expert knowledge about the products. Handled 30+ escalation calls and keep a personal follow-up until the query is resolved. Responsible for meeting a daily target in a timely manner. Tools we use to validate were Ameyo, Smart-Assist, Prism, Babylon etc.

Senior Executive (Falcon Travels) India

Jan 2016 to Aug 2018



Responsible for taking Inbound calls and booking cabs as per the client details. Contacted cab drivers to inform about the booking. Responsible for following clients and cab drivers over the call about the trip status. Trained my junior co-workers of the roles and responsibilities about the job. Managed attendance sheet and cash register.

Senior Consultant (Flipkart) India

Mar 2014 to Sep 2015



Worked as customer support executive and return management. Responsible for taking inbound calls and resolve customer query. Helped in creating return of products and provided approval for the refund. Responsible for managing the team query in the absence of the team lead.



PERSONAL DOSSIER

Husband's Name: Syed Khaleelullah

Date of Birth: 20th July, 1993

Gender: Female

Marital Status: Married

Nationality: Indian

Passport: U3474682 (Date of expiry: 28-09-2030)

Visa Status: Employment

DECLARATION

I solemnly declare that all the information furnished in this document is free of errors to the best of my knowledge.

SANA SYED