

Muzammil Shaik

Sales Associate Executive

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971543621883

As an ambitious and hard-working individual, I am often recognized for my commitment and ability by highly respected companies. I handle multiple tasks daily competently, working well under the pressure. Frequent acknowledgment of my contribution from senior management illustrates my potential value to your company. I would welcome the opportunity to discuss my suitability in more detail."

Work Experience

Sales Associate Executive

Happy Jump for Electric Cars LLC - Abu Dhabi, AE

January 2017 to March 2019

UAE.

- Coordinate sales team by managing calendars, organizing client's files and documents and communicating client information to reps, management, or other staff as needed.
- Track and distribute controlled documents, using the doc control procedures, format and distribution schedule.
- Safekeeping of company circulars, safety bulletins, memos and letters electronically.
- Requisition of office supplies for document control and prepare RFI and Submitting & records data.
- Collaborate with other departments to ensure that any issues are handled immediately.
- Respond to customer inquiries/ complaints.
- Provide after-sales, report to MD on daily basis.
- Coordinate all activities related to the Document Control procedure, including technical documents, drawings, and commercial correspondence.
- Produce and maintain Document Progress Reports to Project Managers.
- Maintain the documents and drawings in the Document Control office under safe custody without any damage or deterioration with easy tractability.
- Process purchase orders & quotations as per instructions.
- Create Document Control and correspondence folders for individual projects.
- Assist Sales team on a day to day basis throughout all aspects.
- Sensitive document handling by document type.
- Control workflow management and documents distribution.
- Dealing with general correspondence, including incoming & outgoing emails, phone calls, faxes, daily reports and mails LPO's.
- Prepares document searches as requested by authorized personnel.

- Performs other duties as directed by the Administration Officer / PR Officer. Coordinate and administer the distribution of all incoming and outgoing documentation and paperwork to ensure controlled delivery to person(s) responsible.

Customer Service Representative

THE BRAND WAREHOUSE (HQ) LTD - Auckland City, Auckland

July 2014 to June 2016

New Zealand

Present, promote and sell products/services using Medical products to existing and prospective customers

Perform cost-benefit and needs analysis of existing/potential customers to meet their needs

Open and maintain customer accounts by recording account information

- Resolve product or service problems by clarifying the customer's complaint; determining the cause of the problem;
selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution
- Maintain financial accounts by processing customer adjustments
- Recommend potential products or services to management by collecting customer information and analyzing customer needs
- Prepare product or service reports by collecting and analysing customer information
- Contribute to team effort by accomplishing related results as needed
- Manage large amounts of incoming calls
- Generate sales leads
- Identify and assess customers' needs to achieve satisfaction
- Build sustainable relationships of trust through open and interactive communication
- Provide accurate, valid and complete information by using the right methods/tools
- Meet personal/team sales targets and call handling quotas
- Handle complaints provide appropriate solutions and alternatives within the time limits and follow up

to ensure resolution

- Keep records of customer interactions, process customer accounts and file documents
- Follow communication procedures, guidelines and policies
- Go the extra mile to engage customers
- Resolve customer complaints via phone, email, mail or social media
- Use telephones to reach out to customers and verify account information
- Greet customers warmly and ascertain problem or reason for calling
- Cancel or upgrade accounts
- Assist with placement of orders, refunds, or exchanges
- Advise on company information
- Take payment information and other pertinent information such as addresses and phone numbers
- Place or cancel orders
- Answer questions about warranties or terms of sale
- Act as the company gatekeeper
- Suggest solutions when a product malfunction

- Handle product recalls
- Attempt to persuade customer to reconsider cancellation
- Inform customer of deals and promotions
- Sell products and services
- Utilize computer technology to handle high call volumes
- Work with customer service manager to ensure proper customer service is being delivered
- Close out or open call records
- Compile reports on overall customer satisfaction
- Read from scripts
- Handle changes in policies or renewals
- Resolve customer complaints via phone, email, mail or social media.

Recruiting Associate

IDEAL PLACEMENT AND CONSULTANTS PRIVATE LIMITED - Hyderabad, Telangana

February 2013 to January 2014

Area, India, Telangana

- Identify all candidates with high profiles and analyze all business requirements for organization and assist in recruitment.
- Coordinate with all departments and assist in placing appropriate internal job postings.
- monitor all candidates for positions and ensure compliance to all hiring guidelines
- Administer and maintain Applicant Tracking System and update status for all candidates
- Perform all data entry and maintain accuracy in same and escalate issues to management if required and design all searches and maintain efficient information technology for all hiring requirements
- Manage all employment requisitions for hiring managers and assist too develop and update effective job advertisements for all candidates.
- Manage and screen all interviewees for potential schedule all interview appointments for same
- Assist all candidates with all interviews and perform pre-employment tests and schedule second interviews with all candidates and managers
- Manage all communication with all hiring managers and candidates and prepare all required paperwork.

Education

BBA in Bachelor of Business Studies Management

The University of Auckland - Auckland City, Auckland

2015

Sri Chaitanya Junior College Bachupally

2012

Frobel's High School Kamareddy - Kamareddy, Telangana, IN

2008

Skills

Problem solving. (Less than 1 year), Time Management. (Less than 1 year)

Additional Information

Skills

- Teamwork •
- Communication.
- Negotiation and persuasion.
- Ability to Work Under Pressure.
- Problem solving.
- Decision Making.
- Leadership.
- Time Management.
- Organization.
- Self-motivation.
- Perseverance and motivation.
- Conflict Resolution.
- Ability to work under pressure.
- Adaptability
- Confidence.