

CURRICULAM VITAE

MOHAMMED ZAKER UDDIN

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CAREER OBJECTIVE

Seeking a challenging and assertive job as customer service & sales executive to develop my skills in an Organization, which promote talent and excellence subsequently attaining professional & personal satisfaction by creating a niche for myself. To utilize my skills and educational qualification to match the organization growth and strength..

JOB EXPERIENCE

CONCENTRIX DAKSH INDIA PVT LTD :

Customer Service & Sales Associate 2017(MARCH) –2019(JUNE).

Responsibilities:

- ☑ Dealing with customer enquiries by telephone, email, letter or face to face
- ☑ Approaching customers to assist them in locating products or providing them with selection advise.
- ☑ Inform customers about products or services that best suits customer requirements
- ☑ Handling incoming leads from banks and solving the cases according requirements.
- ☑ Processing orders, forms, applications and requests for information. Provide appropriate level of assistance that will promote customer satisfaction.
- ☑ Dealing efficiently with questions and queries from customers.
- ☑ Keeping up to date with all the company's products, services and procedures.
- ☑ Promoting the company's products and services to customers.
- ☑ Directing requests and unresolved issues to other colleagues.
- ☑ Handling objections professionally.

GENPACT INDIA PVT LTD:

Customer Service & Sales Associate 2019(NOV)- 2021(MARCH).

Responsibilities:

- ☑ Dealing with customer enquiries by telephone, email, letter or face to face
- ☑ Approaching customers to assist them in locating products or providing them with selection advise.
- ☑ Inform customers about products or services that best suits customer requirements
- ☑ Handling incoming leads from banks and solving the cases according requirements.

- ☑ Processing orders, forms, applications and requests for information. Provide appropriate level of assistance that will promote customer satisfaction.
- ☑ Dealing efficiently with questions and queries from customers.
- ☑ Keeping up to date with all the company's products, services and procedures.
- ☑ Promoting the company's products and services to customers.
- ☑ Directing requests and unresolved issues to other colleagues.
- ☑ Handling objections professionally.

GUS EDUCATION(INDIA):

STUDENT RECRUITMENT ADVISOR 2021(SEP)- 2022(MARCH).

Responsibilities:

- ☑ Dealing with customer enquiries by telephone, email, letter or face to face
- ☑ Approaching customers to assist them in locating products or providing them with selection advise.
- ☑ Inform customers about products or services that best suits customer requirements
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- ☑ Keeping up to date with all the company's products, services and procedures.
- ☑ Promoting the company's products and services to customers.
- ☑ Directing requests and unresolved issues to other colleagues.
- ☑ Handling objections professionally.

EXCELR SOLUTIONS PVT LTD:

INISDE SALES MANAGER 2022(JULY)- 2023(MAY).

Responsibilities:

- ☑ Dealing with customer enquiries by telephone, email, letter or face to face
- ☑ Approaching customers to assist them in locating products or providing them with selection advise.
- ☑ Inform customers about products or services that best suits customer requirements
- ☑ Handling incoming leads from banks and solving the cases according requirements.

- ☑ Processing orders, forms, applications and requests for information. Provide appropriate level of assistance that will promote customer satisfaction.
- ☑ Dealing efficiently with questions and queries from customers.
- ☑ Keeping up to date with all the company's products, services and procedures.
- ☑ Promoting the company's products and services to customers.
- ☑ Directing requests and unresolved issues to other colleagues.
- ☑ Handling objections professionally.

ACADEMIC CREDENTIALS

1. MBA(HR/MRKTING)(2015) : SBIM (SWARNA BHARTHI INSTITUTE OF MANAGEMENT)
Khammam, India.
2. Bachelor's degree(2012) : DRS Degree College
Affiliated to Kakatiya University , India.
3. Higher Secondary Education (2009) : A.S.R junior college,
Board of Intermediate Education,
Khammam, India.
4. Secondary Education(2006) : St. Francis De Sales High School,
Khammam, India.

COMPUTER SKILL SET

- ❖ Operating System : Win-7, Win-8.
- ❖ Desktop Packages : MS-Office, Typing.
- ❖ Knowledge of Internet, Maps, Mobile and PC Applications, Email etc.

PROFESSIONAL SKILLS

- ❖ Good Interpersonal & Communication Skills.
- ❖ Liaising with staff and other administrative departments.
- ❖ Ready to adapt to company requirements
- ❖ Understanding of and commitment to the implementation of equal opportunities
- ❖ Go getter attitude
- ❖ Building good rapport with people
- ❖ Ability to produce consistently accurate work even whilst under pressure.
- ❖ Ability to multi task and manage conflicting demands.

PERSONAL STRENGTH

- ☑ Innovative, enthusiastic, hard-working.
- ☑ A good level of written and verbal communication skills
- ☑ Able to quickly gain extensive knowledge of a company products & services.
- ☑ Experience of working shifts, early mornings, afternoons, weekends & nights
- ☑ Good Technology user.
- ☑ Good communication skills.
- ☑ Zeal to learn new things.
- ☑ Can easily adapt to work environment.
A dedicated and efficient team worker

PERSONAL DETAILS

Date of birth : 16th DEC 1991
Nationality : Indian.
Languages Known : English, Hindi, Telugu, Urdu.
Passport Number : M6475069
Marital Status : Married.
Mobile : +919985025986.
Email : zakermohammed964@gmail.com

"I feel that my greatest strengths are my ability to develop and maintain a close working relationship with my customers. This allows me to gain a in-depth understanding of their individual needs and requirements. I can then deliver a professional response to them."

(Mohammed Zakeruddin)

Place : Hyderabad

Date :