

# Iram Siddiqui

## Consultant

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To work in an organization where I learn new skills, spend my knowledge, simulate my intellectual growth and help the organization achieve its target using my skills and knowledge.

## Personal Details

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**Birth Date:** 1988-09-13

**Eligible to work in {country}:** Yes

**Industry:** Administrative Assistance, Beauty & Wellness, Call Center, Customer Service, Food Preparation & Service, Healthcare, Hospitality & Tourism, Human Resources, Real Estate, Retail, Sales

## Work Experience

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### Sales Supervisor

Al-barsha - Dubai

October 2014 to September 2019

U.A.E)

#### COMPANY PROFILE

D&P make quality French perfumes fragrances with simple packaging in affordable price made in turkey. Company outlets in Sultanate Oman and more than 10 outlets all over in U.A.E.

#### MY KRA

- ☐ • Launching incentive programs to generate and increase sales.
- ☐ • Coordinating and supervising the day-to-day sales efforts of the team.
- ☐ • Assisting Account Executives in the preparation of proposals and presentations.
- ☐ • Maintaining staff attendance and punctuality reports.
- ☐ • Completing all sales paperwork.
- ☐ • Carrying out staff performance reviews.
- ☐ • Organizing store displays
- ☐ • Reporting to and meeting with senior sales managers.
- ☐ • Assisting customers with product selection.
- ☐ • Maintain stock report daily.

### Course consultant

National Academy - Dubai

August 2015 to November 2017

• National Academy, established since 1993 is one of the oldest training Provider in Dubai, licensed from the Ministry of Education UAE .All our diploma courses and its Certifications are authenticated by the MOE /KHDA Dubai,

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- Responsibility.
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- Facilitate discussions with the client to elaborate on the areas of proposed professional courses like CMA, CPA, SAP CTH, etc
- Having 2 way Discussion with clients to know about their knowledge, interest & caliber based on that proposing the correct course which will be appropriate for them as well conducting a free consultancy with concern faculty.
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- Define the problem concisely and hypothesize the proposed solution.
- Perform quantitative and qualitative analysis to drive the proposed solution.

## **Guest Relation Executive**

Drive in 24 - Moradabad

September 2012 to July 2014

Ensuring and providing flawless, upscale, professional and high class guest service experiences  
Analyzing customer feedback and providing strategic direction to continuously improve overall rating  
Responding to guests needs and anticipating their unstated ones.

## **Business Relationship Executive**

Location Rudrapur (Uttarakhand)

April 2011 to September 2012

### **COMPANY PROFILE**

1589 Hotels is owned and run by the Clarks Family. Keeping in mind the legacy of the parent group and their contribution to the Indian hospitality, 1589 caters to a generation of modern Indians, who are global in their outlook yet traditional in essence.

Hotel 1589 Le castle is located in Rudrapur city near by largest corporate hub Sidcul.

It's a Government approved Three star hotel in Rudrapur Uttarakhand.

### **MY KRA**

- ☐ Identifying new contacts and developing sales leads
- ☐ Ensuring enquiries become confirmed business
- ☐ Up selling where possible
- ☐ Producing written quotations and confirmation
- ☐ Checking customer satisfaction and resolving any issues to ensure repeat business

## **Sales Agent**

Howks IT International Call Center - Delhi

February 2010 to November 2010

We had a US and Canada process Outsource sale.

Obtains client information by answering telephone calls; interviewing clients; verifying information.

Determines eligibility by comparing client information to requirements.

Establishes policies by entering client information; confirming pricing.

Informs clients by explaining procedures; answering questions; providing information.

Maintains communication equipment by reporting problems.

Maintains and improves quality results by adhering to standards and guidelines; recommending improved procedures.

## **Customer Service Executive**

Citibank India - New Delhi, Delhi

May 2008 to April 2010

Location (New Delhi)

### **COMPANY PROFILE**

Citibank India is an Indian private sector bank headquartered in Mumbai, Maharashtra.

It is a subsidiary of Citigroup, a multinational financial services corporation headquartered in New York City, United States.

### **MY KRA**

- ☐ Keeping records of customer interactions and different transactions, recording details of complaints, comments, inquiries.
- ☐ Processing or taking orders, filling in forms and applications.
- ☐ Answering calls politely and professionally to provide information about services and products.
- ☐ Follow up to ensure that appropriate action has been taken on customer requests and complaints.
- ☐ Check and ensure that all Customer Care Executives are well informed and have up-to-date information so that they can best service the customer.
- ☐ Letting the customer know the cause of the problem and resolving the same with adequate information and help.
- ☐ Always check and ensure that Customer Service follow-up procedures are complete and meet time standards and regulations.
- ☐ Help in Opening customer accounts by recording or pulling out account information and also maintaining customer records by updating account information.
- ☐ Analyzing customer needs and recommending products based on those needs.

Past worked with Hotel 1589 Le Castle

## **Team Leader**

Barclays Credit Card

February 2007 to August 2009

### **Team Leader Job Duties:**

- Supports team manager and performs management duties when manager is absent or out of office
- Manages inventories and stock, including keeping detailed records of inventory use and sales, and advising management on ordering where necessary
- Provides encouragement to team members, including communicating team goals and identifying areas for new training or skill checks
- Assists management with hiring processes and new team member training
- Answers team member questions, helps with team member problems, and oversees team member work for quality and guideline compliance
- Communicates deadlines and sales goals to team members
- Develops strategies to promote team member adherence to company regulations and performance goals
- Conducts team meetings to update members on best practices and continuing expectations

## Education

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### **International Course sales & Marketing in Professional Diploma**

National Academy Dubai U.A.E - Dubai

March 2016 to February 2017

### **B.A in BA, Economics Economics Honours.**

High School - NEW DELHI INDIA

September 2011 to July 2014

### **DIPLOMA in COMPUTER APPLICATIONS**

Institute Skyline Computer Academy Rampur - Rampur, Uttar Pradesh

2005

## Skills

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- Exceptional ability to stay attentive when dealing with customers • Clear communication skills aimed at understanding customers' needs and providing corresponding services (3 years)
- Communication.Collaboration.Accounting.Active Listening.Adaptability.Negotiation.Conflict Resolution.Decision-making.Empathy.Customer Service.Decision Making.Management.Leadership Skills.Organization.
- Business Development
- Sales Management
- Cold Calling

## Languages

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- English,Hindi,Urdu - Fluent

## Additional Information

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### COMPUTER PROFICIENCY

- ☐ Operating System WINDOW 7, PROFESSIONAL
- ☐ Packages Microsoft Office 2010, HTML, Tally
- ☐ Other Internet Surfing