



# MOHAMMAD ASHRAF SHAIKH

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## Objective

To achieve the responsible position in the professional working environment and looking forward to dynamically growing and progressive organization where potential and skills can efficiently utilized in the best interest of the organization.

## WORK EXPERIENCE:

**Danish Aslam Stationery Trading L.L.C, Dubai, UAE**

**Period (02 Years)**

**Working Currently**

**Position:** Counter sales & services

**Location:** Dubai (UAE)

### Responsibilities:

- ❖ Managed inventory and restocked shelves to ensure availability of products
- ❖ Conduct calls and face-to-face meetings with customers daily
- ❖ Build and maintain relationships with new and repeat customers
- ❖ Maintain records of all sales leads and/or customer accounts
- ❖ Educate customers on how products or services can benefit them financially and professionally
- ❖ Sell the company's products or services to customers within your given territory
- ❖ Monitor the company's industry competitors, new products, and market conditions to understand a customer's specific needs
- ❖ Work closely with marketing department to help build the brand

**Khatri Paint LTD Company**

**Period (03Years)**

**Working Currently**

**Position:** Sales Executive & Production Assistance.

**Location:** India (Mumbai)

### Responsibilities:

- ❖ Developed and maintained relationships with clients to drive sales growth.
- ❖ Conduct calls and face-to-face meetings with customers daily
- ❖ Build and maintain relationships with new and repeat customers
- ❖ Maintain records of all sales leads and/or customer accounts
- ❖ Conducted product presentations and demonstrations to potential customers.
- ❖ Sell the company's products or services to customers within your given territory
- ❖ Monitor the company's industry competitors, new products, and market conditions to understand a customer's specific needs
- ❖ Provided after-sales support and addressed customer inquiries and issues.

**Himadri Food LTD.**

**Period (04 years)**

**Position:** Automatic food filling machine technician & Supervisor.

**Location:** India(Mumbai)

**Responsibilities:**

- ❖ Supervised maintenance activities to ensure smooth operation of machinery
- ❖ Conducted routine inspections and preventive maintenance.
- ❖ Coordinated with the production team to minimize downtime
- ❖ Resolving the problems in machine to ensure the production complete on time.
- ❖ Ordering spare parts of machines for any emergency occur in machine repairing.

**MTNL Dolfin BPO**

**Period (02 Years)**

**Position:** Customer Care Executive.

**Location:** India (Mumbai).

**Responsibilities:**

- ❖ Handled customer inquiries and resolved issues via phone and email.
- ❖ Maintained detailed records of customer interactions.
- ❖ Provided information about products and services to customers.
- ❖ Prepares for customer inquiries by studying products, services, and customer service processes.
- ❖ Responds to customer inquiries by understanding inquiry; reviewing previous inquiries and responses; gathering and researching information; assembling and forwarding information; verifying customer's understanding of information and answer.
- ❖ Updates job knowledge by participating in educational opportunities.
- ❖ Accomplishes customer service and organization mission by completing related results as needed.

**ACADEMIC QUALIFICATION:**

- HSC in Commerce from Maharashtra Mumbai India (2009)
- SSC from Maharashtra Mumbai India (2007)

**SKILLS**

- Very Good Communication & Interpersonal Skills
- Can Work Independently or in Team Work as a leader or participant
- Self-Motivated, Self-Confident and decisive.
- Ability to use different kinds of office tools appliances.
- Able to learn any new work experience required.

**References** (Available on Request)

**Applicant:** Ashraf Shaikh.

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