

Ahmed Azmat Syed

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PROFESSIONAL SUMMARY

- To work in a position where I will increase gains in profit performance, revenue growth and market share by using my expertise and skills in business management and entrepreneurial drive.

ACCOMPLISHMENTS

- Successfully sold 50 products on the same day, on a particularly busy shift.
- Cultivated relationships with the marketing and sales departments, as a result, increased customer service value.
- Analyzed sales data from designated territories, therefore, helped evolve sales strategies.
- Suggested incorporation of an online sales system, as a result, increased sales by 25%.
- Telephone Service - Professionally processed 80+ calls per day, providing information and service to ensure customer satisfaction.
- Customer Relations - Earned highest marks for customer satisfaction, company-wide.
- Product Promotion - Up-sold products and motivated customers to upgrade current product plans.

SKILLS

- | | |
|--|---------------------------------|
| • Product Knowledge | • Service Recommendations |
| • Technical Support | • New Product Information |
| • Problem solving strength | • Inbound and Outbound Calling |
| • Customer service & Excellent phone etiquette | • Strategic sales knowledge |
| • Create Problem Solving | • International Sales expertise |
| • Sales strategizing | • Complaint resolution |

WORK HISTORY

DEC 2019 -JAN 2021

**Senior Customer
Sales
Representative**

Amazon
Development
Center Pvt. Ltd
Pune, Maharashtra

- Handling all the administrative aspects of a sale.
- Selling Alexa products to new and existing customers.
- Explaining Echo pricing plans, promotions and special offers to customers.
- Utilizing proven sales techniques to gain new customers.
- Coordinating the use of marketing tools and resources.
- Preserved revenue streams by utilizing strong communication and negotiation skills, offering refunds as last resort to maintain customer satisfaction.
- Leveraged consistent, successful strategies to meet and exceed performance goals.
- Followed up with customers regularly via phone and email to obtain payments and schedule services.
- Maintained accurate and current customer account data with manual forms processing and digital information updates.

OCT 2018 -DEC 2019

**Customer Sales
Representative**

Amazon
Development
Center Pvt. Ltd
Pune, Maharashtra

- Computed total costs and profit requirements for customer sales to provide accurate pricing.
- Followed up with customers after completed sales to assess satisfaction and resolve any technical or service concerns.
- Showcased product features to customers and discussed technical details to overcome objections and lock in sales.
- Built client list and strengthened customer relationships through consistent communication via phone and internet.
- Exceeded call monitoring expectations through accurate reporting and processing.
- Determined customer needs and interests to recommend Echo device to customers.
- Delivered superior customer service to retain existing customers and attract future customers.
- Communicated client satisfaction trends and product usage to marketing, sales and product development groups.

EDUCATION

- **Secondary School Certificate** (2012)
Sinhgad Spring Dale High School - SSC | Pune
- **Higher Secondary and Intermediate College. 11th And 12th:** MPC Bifocal CS (Maths, Physics, Chemistry and Computer Science) (2014) Moledina Jr. College | Pune
- **Associate of Arts:** Animation and Special effects (March 2019)
Maya Academy of Advanced Cinematics (MAYA) | Pune

HOBBIES

- **Hobbies:** Walking, Music Listening, Traveling, Socializing, Volunteer Work, Engaging in Social activity.
- **Strengths:** Creative Patient, Empathetic, Determined, Flexible/Versatile, Honest, Enthusiastic/Passionate/Driven Collaborative, Disciplined/Focused, Committed/Dedicated, Respectful, Innovative, Attentive/Detail oriented.
- **Weakness:** Overthinking quite sometimes.

RECOGNITION:

- Looking at my performance, I was moved from Customer Sales representative level to Senior Customer Sales Representative level.
- Awarded as star of business and customer delight ambassador.
- Was recognized for creating value for our clients through business outcomes.
- Customer Obsession Award winner in Amazon.
- Won many awards and certificates for the dedicated services.

PERSONAL INFORMATION

- Name: Ahmed Azmat Syed.
- Father's name: Azmat Liyakatali Syed.
- Mother Name: Rana Tanveer.
- D.O.B: 30-09-1996.
- Gender - Male
- Nationality: Indian.

- Passport Number: S1721898
- Religion: Islam.
- Languages: English, Hindi, Urdu, Marathi.
- Address: House no 341, Kolhewadi Lane no 3, Opp CWPRS Gate no 2, Sinhgad road, Pune – 411024.
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I hereby declare that the information furnished above is true to the best of my knowledge. If given an opportunity in your esteemed organization, I assure the best of my services and skills.

(AHMED AZMAT SYED)