



# ALIYA KHAN

## AREA MANAGER

DUBAI, UAE

### PROFILE

SALES AND MARKETING HAVE BEEN MY AREAS OF INTEREST AND SPECIALIZATION THIS IS STRENGTHENED BY MY ACADEMIC EFFORTS AND WORK EXPERIENCE, I COMMIT TO CONSISTENTLY UPGRADE AND APPLY MY SKILLS AND KNOWLEDGE TO THE BEST OF MY ABILITY. I LOOK FORWARD TO AN OPPORTUNITY TO WORK IN A PROGRESSIVE AND CHALLENGING ENVIRONMENT AND KEEP ADDING VALUE TO THE ORGANIZATION, WHICH I REPRESENT AND SERVE, AND TO MYSELF INCLINATION TO GROW AND CONTINUOUSLY IMPROVE SKILLS TO ACHIEVE PROFESSIONAL GOALS IN A CHALLENGING ENVIRONMENT WHERE I CAN EVOLVE INTO A TRUE PROFESSIONAL WITH MULTIFACETED SKILLS AND ALSO BECOME AN INVALUABLE ASSET TO THE ORGANIZATION.

### CONTACT

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### INTERESTS

Travelling  
Playing Carrom  
Internet Surfing  
Music

### EDUCATION

- 2008 - SECONDARY EDUCATION –ST ANTHONY GIRLS HIGH SCHOOL (MUMBAI UNIVERSITY, INDIA)
- Higher Secondary (Arts) – Elphinstone College (Mumbai University, India)
- 2013 - Bachelor of Arts (B.A) (India)

### WORK EXPERIENCE

#### DM Immigration Consultants – Area Manager

1<sup>st</sup> Aug 2020 - till date

- Increase standards of customer service.
- Provide training and development for staff
- Communicate with clients on a regular basis
- Ensure quality consistency across the region
- Maximize sales and profitability in the region
- Set sales targets for individual locations
- Provide feedback to team on regular interval and provide strategic plans for their growth
- Locate areas of improvement and propose corrective actions that meet challenges & leverage growth opportunities.
- Ensure compliance with company's policies and operational guidelines
- Deal with problems by providing creative and practical solutions
- Assist upper management in decisions for expansion or acquisition
- Developed their leadership understanding in order to be able to motivate and develop a 'winning area team'
- Participated in a number of manager development exercises that can be used effectively in the workplace
- Started an analysis of their current situation and started formulating a written action plan in the key areas of Customer service
- Team development
- Financial management
- Business development Act as the single point of contact for clients with respect to queries and live cases
- Maintain the highest standard of immigration advice to One Immigration clients.

## PERSONAL DETAILS

**DOB:** 28 July 1992

**Status:** Single

**Nationality:** Indian

Employment Visa

## DM Immigration Consultants – Manager Counselor

1<sup>st</sup> Jan 2020 – 31<sup>st</sup> July 2020

- In-depth understanding of the PR/Immigration processes for various countries like Canada, Australia, New Zealand, Portugal & Germany.
- In-depth understanding of the processes & operations in this industry.
- Create meetings / set appointments as by the requirements to generate data for calling and scheduling appointment on daily basis.
- Assess business opportunities and develop strategies to attract venture capital
- Respond to inquiries made by applicants and provide consultation
- Plan and develop effective strategic for marketing plans and effective mode of generating higher revenue
- Provide consultation on planning with team and organizing training if necessary
- Conduct surveys and analyze data from the calling data share and also monitor the reviews from google
- Assist in client closure and generating higher brand value add on in services
- Conduct training and seminar if necessary, to represent as a point of contact
- Review different platform to gather quality applicants who could be a profit-making domain for the organization
- Provide feedback to team on regular interval and provide strategic plans to have an effect flow for operations.
- You must maintain strong working relationships with all clients and colleagues.
- Advise client's prospects over the phone, in-person and guide them for various migration options suitable for them or any specific query they may have.
- Regular Follow ups with prospects and maintain excellent relationship with them to take them for sale closure.
- Generate Revenues & achieve Sales Target for self & team.
- Lead & Train a team of Immigration Advisors.
- Assist in counseling and closure of client's profile requirement and generating revenue for every potential client.
- Act as the single point of contact for clients with respect to queries and live cases;

- Maintain the highest standard of immigration advice to One Immigration clients.

#### **DM Immigration Consultants – Senior Immigration Counselor**

1<sup>st</sup> Jan 2019 - 31<sup>st</sup> Dec 2019

- Provide consultation for immigration, educational and work-related purposes with high level of professionalism in person and through online channels;
- Act as the single point of contact for clients with respect to queries and live cases;
- Deliver case specific advice and lead/implement practices specifically with regard to study and work permits, visas, health insurance, employment, cultural adjustment, dependents and related issues.
- Manage timelines and case flow on a daily basis, updating senior staff and team regularly;
- Maintain the highest standard of immigration advice to One Immigration clients.
- Prepare and submit reports, publications, and other written work as required.
- Conduct detailed research; interpret legislation, regulations and policies and provide legal interpretation and consultation to clients, other departments and internal staff.
- Fulfill the obligations to the ICCRC and remain in good standing as a Regulated Canadian Immigration Consultant.

#### **DM Immigration Consultants – Immigration Counselor**

1<sup>st</sup> May 2018 - 31<sup>st</sup> Dec 2018

- responsible for counseling the new inquiries and selling our services, over the phone, email & in person.
- Provide consultation for immigration, educational and work related purposes with high level of professionalism in person and through online channels
- Advice on the overseas options available, so as to enable the candidates & their family make an educated choice & the right decision.
- Give clear and accurate information based on the current immigration & visa laws & policies.
- Provide a fair and neutral evaluation of a candidate's profile.
- Provide a personal global career strategy customized to their needs.

- Achieve excellent customer service by proactively responding to client queries and advising customers on their overseas immigration and visa needs.
- Meet the assigned targets
- Handling outbound telemarketing and providing excellent client service.
- Keeping up to date with alterations to immigration's laws.

#### **Tech Mahindra Business Services – Customer Relations Advisor**

1<sup>9th</sup> Feb 2015 – 15<sup>th</sup> Jan 2017

- Handling Post Pay Calls, working on an UK based process. Handling calls and addressing queries related to billing, network, phones and internet. Solving queries over the phone, troubleshooting to resolve the query.
- Well versed with I-Phones and I-tunes Trouble shooting. Replacing phones for customer and also upgrading their contract. Also, up-selling for New contracts and phone deals.
- Hard core sales of phone contracts to the new clients
- Support and services provision to the existing clients
- Provide Services which focused on Customer Centricity Rather Than Profit Making Motive in extremely competitive market.

#### **Emerge BPO Services – Sr. Tele Sales Manager**

Nov 2013 – Jan 2015

- Handling Call for pharmacy process purely sales, Outbound Handling US customers
- proactively interacting with clients and reducing errors to prevent losses by updating
- Coaching, inspiring and motivating a sales team.
- Selling product according to customer preference, providing best services,
- Ensuring the team meets the sales targets.
- Sales training, development, and performance management.
- A good understanding of the market dynamics in the respective sector
- them on daily deliverables
- Developing sales strategies to guarantee success and growth.
- Developing and maintaining customer relationships
- Disciplined use of CRM system, communication and customer management.
- Handling customer complaints and enquiries.

- Monitoring random calls for quality assurance.
- Forecasting and analyzing sales data.
- Regular reporting of KPI's to directors
- Keeping to targets and managing KPI's.
- Maintaining databases of clients
- Rating on customer satisfaction
- Team work / Target Oriented
- Received appreciations Call & email from clients for team.

**Teams BPO PVT LTD – Customer support associate**

June 2012 – Oct 2013

- Handling call for outbound process
- Interacted with the customers on daily basic
- US outbound Anti- Virus plan deals
- We used to sell Anti-Virus plan as per customer's requirement
- Developing sales strategies to guarantee success and growth
- Developing and maintaining customer relationships
- Disciplined use of CRM system, communication and customer management.
- Handling customer complaints and inquiries.
- Monitoring random calls for quality assurance
- Providing Qualify service with best deal in the market

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**References will be provided upon request**

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