



GHOUSE SHARIFF

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OBJECTIVE

To seek a challenging work environment that encourages learning, creativity and provides exposure to new ideas thus stimulating personnel and professional growth as a growing asset for the company.

KEY SKILLS

Customer Support/Corporate Sales/Business Development/Client Servicing / Project Management / Research & Development / CRM / Sales and Promotions

WORK EXPERIENCE

EITC {DU} UAE Telecom and Media (Customer Service Executive - July 2019 - Oct 2020)

- Assisted walk-in customers and interacted with all different nationalities.
- Introduced customers to new products available on promotions and earned good incentives.
- Helped customers with more information on available prepaid and post-paid business schemes.
- Handled priority customers to ensure average handling time is in place.
- Attended all training sessions, team and department meetings using the information obtained to work towards constantly improving performance and knowledge of conference/training topics and USP's
- Provided helpful information, answering questions, and responding to complaints and ensured resolving matters.

ADORA ART (UAE) Advertising & Signages (Relationship Officer – August 2018 – June 2019)

- Created sales plans & utilised marketing databases to the maximum potential to generate revenue.
- Called existing clients to ensure their satisfaction, network within the community to identify prospective customers and contribute to the organization's marketing campaigns.
- Administered confidential agreements between the company and our clients and ensured adherence to contract terms.
- Was a part of product promotional events to acquire new leads and enhance client database
- Followed up on sales enquiries and addressed customer needs and converted them into sales.
- Conducted quality assurance surveys to determine customer satisfaction and use the findings to improve on areas of complaint.

INSPIRAL INFO SERVICES UK Insurance Process {Customer Management} Team Leader – March 2016 – June 2018

- Researched on the current industry trends, interests and demands and made intensive analysis on the target audience.

- Met individual sales targets based on various campaigns.
- Prepared weekly & monthly sales reports and presented the same to the Sales manager.
- Handled the team efficiently and worked towards achieving team goals.
- Researched sales & marketing databases to the maximum potential.
- Conducted weekly team meetings to ensure the team is given the attention by helping them in trainings/ additional assistance to keep them focused and motivated.
- Ensured the team performed to a good standard by meeting targets and KPI's.
- Be a part of product promotional events to acquire new leads and enhance client database.
- Acted proactively to ensure smooth team operations and effective collaboration.

OLA CORPORATE, INDIA (Corporate Account Manager – January 2014 – February 2016)

- Maximized sales time by effectively researching and targeting the right clients and companies.
- Generated delegate sales revenue in line with agreed targets & objectives.
- Presented training programs and pitched for delegate packages to potential clients. Worked closely with the sales manager to ensure agreed KPIs are met on a consistent basis.
- Responsible for all data within a sector which is monitored & updated on a regular basis.
- Guided, motivated and developed subordinates to work together as a team and display high levels of performance.
- Exchanged information and gave necessary feedback as and when needed by team members from different departments.
- Attended all training sessions, team and department meetings using the information obtained to work towards constantly improving performance and knowledge of conference/training topics and USP's.
- Maintained a good working relationship with existing and potential clients.

FLIPKART.COM Ecommerce (Customer Assistance Consultant – April 2012- January 2014)

- Met individual targets based on campaign sales.
- Sold a range of products and services to new and existing clients and maximized every sales enquiry.
- Worked on high quality appointment scheduling campaigns and conveyed technical information to customers
- Performed related administrative duties
- Used the latest CRM tools and solved customer-related concerns and handled highly irate customers and helped in de-escalating the matter.
- Assisted customers online via phone/chat with options and helped them purchase products with offers when required.

NIRVANA BUSINESS SOLUTIONS UK Process (Sales Executive – December 2009 – February 2012)

- Assisted customers with problem solving techniques and up selling of premium products services.
- Facilitated new customer acquisitions and registrations and Recorded and maintain key customer information.
- Resolved customer queries and ensured customer complaints are directed to the concerned departments.
- Prepared product or service reports by collecting and analyzing customer information.
- Contributed and participated in meetings and team building activities
- Recommended potential products and services to the organization by collating suggestions and feedback from customers.

Education Qualification

- Diploma in Airport Management and Customer Care - Avalon Aviation Academy (2006-2009)
- PUC at Reva Institute of Science and Technology Studies (2004-2006)
- S.S.L.C at Quwathul Islam High School (2004)

PERSONAL DETAILS

- Date of Birth 12th October 1986
- Gender Male
- Age 34years
- Father's Name Harun Shariff
- National Indian
- Religion Islam
- Languages Known English, Hindi, Kannada, Tamil and Urdu
- Marital Status Married
- Passport No S3336109
- Visa Type Cancelled employment visa

Place: Dubai, UAE

Date:

(GHOUSE SHARIFF)