

MOHAMMED ATIQUE

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208, Al Arif building, Opp-Burjuman mall, Dubai

Summary

Proven expertise in developing and implementing effective sales strategies, building strong client relationships, and identifying new business opportunities. Skilled in negotiation, closing deals, and managing complex sales cycles. Adept at analyzing market trends and customer needs to tailor solutions that meet client demands. Known for exceptional communication, problem-solving skills, and a track record of delivering high performance and achieving ambitious sales goals.

Technical Skills

Customer Relationship Management (CRM) Software: Proficient in using CRM systems such as Salesforce and Citrix to manage client interactions, track sales activities, and analyze performance.

Communication Tools: Skilled in using communication and collaboration tools like Slack, Microsoft Teams, and Zoom for effective team coordination and client meetings.

Data Analysis and Reporting: Skilled in using tools like Microsoft Excel to analyze sales data, generate reports, and derive actionable insights.

Experience/Projects

Teleperformance

May 2023 – Feb 2024

Sr. Customer executive

Mumbai, India

- Monitoring Transactions: Continuously monitor financial transactions and activities for suspicious patterns or anomalies that could indicate fraudulent behavior on calls and emails.
- Detecting Fraudulent Activity: Using analytical tools and techniques to identify fraudulent transactions, accounts, or activities based on predefined rules, or behavioral patterns.
- Provided high quality customer service: customer satisfaction, and problem resolution.
- Detecting Fraudulent Documents: Using analytical tools and techniques to identify fraudulent documents given by the fraudster to take over the member's account.

Pharmeasy

March 2022 – Sep 2022

Sr. Customer Delight Officer

Mumbai, India

- Responded to customer calls and emails to answer questions about product and services.
- Client retention: relationship building, retention strategies, customer loyalty.
- Used statistical analysis and predictive modeling in ad targeting, segmentation to enhance campaign precision.

RS Consultancy

Sep 2018 – Dec 2021

Sales Associate

Mumbai, India

- Client acquisition: lead generation, prospecting new business development.
- Learned sales technique: consultative selling, relationship selling, solution selling.
- Target achievement: meeting sales target, quota attainment, revenue growth.
- Sales strategies: market penetration, Strategic selling And sales planning.

Key Skills

- Excellent customer service skills with a focus on client satisfaction.
- Excellent verbal and written communication skills.
- High level of integrity and professionalism.
- Team player and pleasant personality.
- Empathy and advocacy

Education

Mumbai University

Aug 2013 – Sep 2018

Bachelor of Accounts and finance

Mumbai, India

CFA Institute (UK)

2021 Mumbai, India

Chartered financial analyst