



# Dhameem Ansari Jamaludeen

Dedicated Sales Manager motivated to maintain customer satisfaction and contribute to Company's success. Proven Ability to maintain good rapport with Top Clients and manage Seamless Day to Day operations. Reliable, Self-Driven with Strong Time Management and prioritization abilities.

Am looking forward to associate with an organization, which provides its employees a challenging environment that encourages learning, teamwork, stimulate personal and practice professional growth and follows Work-Life Balance.

## CONTACT



Dubai,UAE



+971585672434



Dhameem\_jds@yahoo.  
com

## SKILLS

- Technical Sales/Pre-sales
- Product and service knowledge
- Customer rapport
- Outstanding customer service
- Customer relationship building
- Client account management
- Technical troubleshooting
- Packages known :  
Microsoft Office Package,  
Windows OS
- Languages known : DOT  
NET, C , C++

## LANGUAGES

Tamil: First Language

English: C2  
Proficient

Hindi: B2  
Upper Intermediate

Arabic: B1  
Intermediate

## ADDITIONAL INFORMATION

## EXPERIENCE

### *Assistant Manager-(HCM Specialist-Presales)*

Adrenalin E-Systems Ltd - Chennai, India

- Leading APAC PRESALES (RFP/RFI, Demos, Proposal and Poc) handling Enterprise Accounts.
- Formulated & Recommended Business Strategies.
- Deep knowledge in HCM Solution (Core HR, Payroll, ESS, Talent Management Modules and Strategic Modules).
- Deep Knowledge in HCM and performed as Human Capital Consultant role by recommending best practices to the customer during demos/Workshops, PoC and requirement gathering sessions.
- Worked on Documentations related to Training, Projects, Customer specific documents, LoA and Legal Agreements.
- Understand the prospect pain points and configure the Demo setup for PoC.
- Product presentation preparation and demo through consultative approach.
- Develop responses to RFP/RFIs independently as well as coordinating with members from across various streams of business operations (CoEs / Product innovation/ Implementation etc.).
- Engages in collaborative discussion with Sales, product and development resources.
- Frequent Discussion with the product team towards the enhancement of the product.
- Responsible for writing, editing and designing compelling and compliant documents in response to RFPs, RFI, and requests for capabilities statements.
- Maintain proposal assets and ensure regular updates to the proposal components.
- Create and update standard decks.
- Prepare SoW, LoA & Draft Agreements.
- Involve in up-selling.

### *Business Development Manager(Presales-Sales)*

Info-Tech System Integrators Pte Ltd - Chennai, India

- Visa Status: Visit Visa
- Expiry Date: 16-04-2023

- 01/2020 - 05/2022
- Conducting Onsite and Online Demo for Indian, Australian and Singapore Clients towards the HRMS Software.
  - Understanding the needs of the customers and respond effectively with a plan of how to meet those requirements.
  - Preparing unique presentation slides to show cause the Prospect requirements and their pain points.
  - Conducting Training and Implementation of the HRMS Software.
  - Performing Implementation of the Software as per the Client requirements.
  - Think strategically - seeing the bigger picture and setting aims and objectives in order to develop and improve the business.
  - Work strategically - carrying out necessary planning in order to implement operational changes.
  - Have a good understanding of the businesses products or services and be able to advise others about them.
  - Train members of our team when required.
  - Discuss promotional strategy and activities with the marketing department to be competitive with other Vendors.
  - Participating in workshops along with the Marketing team to generate more leads.
  - Negotiate pricing with customers in some cases.
  - Preparing sales proposal and Following up for the Payment.
  - Increase sales of the business.
  - Carry out sales forecasts and analysis and present your findings to senior management/the board of directors.
  - Develop the business sales and marketing strategy.
  - Participates in short and long term planning processes involving marketing strategies that develops displays as well as ads to open up new markets.
  - Liaise with the finance team and support departments as appropriate.

#### *Senior Technical Support Executive*

Tech Mahindra LTD - Chennai, India

- 12/2018 - 11/2019
- Troubleshooting of Networking equipment, including routers, cable.
  - To manage workload within SLAs.
  - Troubleshooting Wireless Broadband issues on call.
  - Creating Trouble Ticket and Case using appropriate Software Tools and getting it escalated to the Testers Team or dispatching a Field Technician.
  - Having good experience in Multi-Tasking as the process involves usage of around 15 Tool's and on call documentation.
  - Familiar with the software Tool's like SIIAM, SIEBEL etc.
  - Involves Cross Selling of Telstra Products.
  - Preparing Quotation and Following up for the Instant Payment.

#### *Senior Customer Service Representative*

Al-Muzaini Exchange, Kuwait - Riggae, Kuwait

- 09/2015 - 10/2018
- Zero Tolerance in Maintaining Customer Confidentiality.
  - Produce and distribute correspondence memos, letters, faxes and forms.
  - Renewing the existing relationship considering the business volume.
  - Produces information by transcribing, formatting, inputting,

- editing, retrieving, copying, and transmitting text and data.
- Tracking shipment and coordinating with DHL agent.
- Ensure any agreements with banks are followed to conclusion in liaison with legal.
- Coordinating with correspondent banks and local banks on LG / Deposits.
- Strict Commitment to CBK regulations.
- Sending and replying inquiries to correspondent banks both email and SWIFT.
- Recalling the payment under Staff Error from the local bank and international bank.
- Ensured compliance with all applicable Company rules & regulations.
- Handling MS Outlook emails for all the Banks and Branches.
- Monitored work and prepared staff schedules.
- Maintaining all quality and procedural standards within the branch.
- Keeping an eye on competitor activity.
- Managing the day to day running of the branch.
- Sharing Best Practice to the fellow employees with all the rules and regulations of the organization in order to enable them work in accordance with acceptable standards to maintain level of productivity and performance.
- Intimate employees with the rules and regulations of the organization in order to enable them work in accordance with acceptable standards as this will affect their level of productivity and performance.
- Provide administrative and clerical support to departments or individuals.

#### *Technical Support executive and Sales*

SITEL-Dell, India - Chennai, India

- 05/2013 - 03/2015
- Assisting the customer with the Technical Troubleshooting, incase if they face any hassles to work on their Dell Mini- Laptop, Projector, Dell Television, Dell Data-safe online and Dell backup and recovery.
  - Expertise on multitasking as the process involves on-call Troubleshooting, Cross Selling Dell Products, on-call documentation, creating shipment, Taking remote-access etc.
  - Preparing Quotation and Following up for the Instant Payment.

#### *Customer Support Executive*

Club Mahindra Holiday's - india, chennai

- 10/2011 - 11/2012
- I worked for "Club Mahindra Holiday's" as a "Customer Support executive" where we interact as well communicate through E-Mail with the customer and provide them with their ideal destination's and manage their entire travel along with their flight and Resort reservation's.
  - Cross Selling Club Mahindra Holiday Packages to the client.
  - Resolving the customer complain and Manage proper E-Mail TAT adherence.
  - Preparing Quotation and Following up for the Payment.

#### *Process Associate*

Accenture, India - Chennai , India

09/2009 - 02/2010  
• I worked for "Cigna Health Insurance (US-company)" where we enroll customer information in our data base.  
• Strict adherence to SLA's and Manage E-Mail TAT adherence.

*Customer relation officer*

Amfio Technology - Chennai , India

07/2008 - 08/2009  
• It's a Sales process where we interact with the "United states" customer's and sell online educational course which is offered by "Kaplan university" based in "United states".

---

## EDUCATION

2008

Bachelor of Science Computer Science  
The New College - Chennai, India