

Saif Alam

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CAREER OBJECTIVE

To accept challenges and work hard towards growth and prosperity of organization by means of my acquired skills.

EXPERIENCE SUMMARY

- **Time Management:** I have an ability to manage time and prioritize tasks within a given time span.
- **Communication:** Setting clear expectations with the team members as well as clients to avoid any conflict.
- **Client Management:** Create strong and reliable relations with all the clients and the stakeholders who are involved in the activities.

PROFESSIONAL EXPERIENCE

Texex Connect Pvt. Ltd

July'2022- Till Now

Client Base : India

Role - Sales Co-ordinator

- Sales Coordinators manage the entire operations of the sales team by assigning tasks,
- Overseeing sales reps' performance, and motivating the team to meet their sales quotas.
- To check financial statements and update data when needed.
- Work independently by directing the sales team.
- Sales team also works under the supervision of sales managers or sales directors.
In this case, sales coordinators provide them with performance reports and analytics.
- Participating in bidding on Gem Portal only for PGCIL.

AL-Baik

Feb'2020-Feb'2021

Client Base: KSA

Role: Cashier

- Maintain a positive work environment for all cashiers
- Resolve cash tills at the end of every shift
- Generate accurate till reports for each register
- Manage and perform all check-out functions on a daily basis
- Communicate clearly and openly with customers
- Manage the check-out area and ensure each station remains clean and efficiently run
- Respond to cashiers' requests for price checks and other functions for customer service
- Listen to customer complaints and questions and refer them to the assistant manager when required
- Ensure all stations have adequate cash and change at all times
- Serve as the primary point-of-contact for customer service associates

Logic Computer Education Centre:

Client Base: Indian

Sep'2018 - November 2020

Role: Software Sales Executive

Responsibilities:

- Contacting potential clients to establish rapport and arrange meeting
- Planning and overseeing new market initiative
- Researching organizations and individuals to find new opportunities
- Finding and developing new markets and improving sales
- Developing quotes and proposal for clients
- Develop goals for the development team and business growth and ensuring they are met
- Training personnel and helping team members develop their skills
- Offer products and services to qualified clients through demos.

HCL Technologies (EIR)

Aug'2017 - Aug '2018

Client Base: Ireland

Role: Customer Service Executive Operations

- Work in an international chat & mail process whose name was "Eir."
- Deal with direct customers, contract, and national customers.
- Handle escalations of the customers and route them to the respective teams.
- Checking whether the customer order was delivered or not.
- Solving queries as per situations.
- Worked on different time zones like Eastern, Mountain, Pacific & Central.
- Deal Customer query through e-mail or call as per customer requirement.
- Worked with the help of a tool whose name was "Phoenix."
- Acted as a bridge between a customer & team.

CORECOMPETENCIES

- Goodorganizer
- Provide excellent customerservice
- Selfdriven

EDUCATIONALQUALIFICATION

- B.Tech from AKTU in 2017 from ComputerScience.
- Intermediate from State Board in2013.

PERSONAL DETAILS

Nationality	Indian
Date of Birth	17 th Mar 1993
Languages Known	English, Arabic , Hindi & Urdu
Passport Details	V5301743 , Valid till- 11-01-2032
Iaqaama I'D	2487360014
Current Address	473/75A, Rooppur Khadra, Sitapur Road, Lucknow-226020
Permanent Address:	473/75A, Rooppur Khadra, Sitapur Road, Lucknow-226020

Place:

Signature:

