

Kutubuddin Saiyed

Sales & Marketing Manager

Friendly Help Desk Technician with [Number] years quickly and effectively resolving customers' technical issues. Dedicated to exceeding client expectations by verifying satisfactory resolutions for every submitted ticket. Skilled at maintaining positive communications even in stressful situations. Ready to leverage deep technical knowledge and amiable personal interactions to provide superlative technical responses. Hardworking and driven sales management professional equipped to revitalize sales operations and align procedures to maximize profits and client acquisition. Successful at improving sales procedures to streamline and strengthen processes. Multifaceted leader with analytical and diligent approach to building and leading strong teams. Highly skilled Help Desk Technician experienced with troubleshooting and resolving technical issues. Strong background in providing efficient and effective solutions to clients. Dedicated team player delivers great customer service.



Contact

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Work History

2018-05 -
Current

Sales Manager , Technical Support

Hindustan Unilever Ltd, Gujarat

- Grew sales and boosted profits, applying proactive management strategies and enhancing sales training.
- Identified, hired and trained highly-qualified staff by teaching best practices, procedures, and sales strategies.
- Coached employees in successful selling methods and encouraged cross-selling to drive revenue.
- Maintained relationships with customers and found new ones by identifying needs and offering appropriate services.
- Resolved customer issues quickly to close deals and boost client satisfaction.

Skills

Sales processes
Order management
Relationship building
POS [Software Name] expert
B to B sales

Software

Oracle

Languages

English , Gujarati, Hindi

- Resolved staff member conflicts, actively listening to concerns and finding appropriate middle ground.
- Served as technical liaison, supporting engineering, management, procurement, sales and marketing, quality assurance and supply base.
- Partnered with project team members to identify and quickly address problems.
- Accomplished client goals by providing quality technical projects.

2016-03 -
2018-03

B2B Sales Executive

Paytm, Ahmedabad

- Achieved sales goals and service targets by cultivating and securing new customer relationships.
- Engaged with customers to build rapport and loyalty.
- Helped customers locate products and checked store system for merchandise at other sites.



Education

2007-05 -
2010-06

S.Y.B.com

Gujarat University - Ahmedabad , India



Hobbies

Playing Games
Leasing Music